



Reporting Date as of 5/20/15

Qtrly Report No.	(1) NHTSA Campaign No. (FCA US LLC No.)	(2) Date of Owner Notification		(3) Number of Vehicles Involved	(4) Number of Vehicles Completed			(5) Number Unreachable					Anticipated Dealer Notificatioin	Anticipated	
		Began	Completed		Inspected & Repaired	Inspected & OK	Total Number	Scrapped	Stolen	Export	Failed to Receive Notification	Other		Date of Owner Notification	
														Began	Completed
6	13V-038 (N08)	10/17/2013	11/7/2013	278,229	211,120	347	211,467	186	0	0	7,434	0	N/A	N/A	N/A
3	13V-252 (N45)	8/4/2014	8/28/2014	1,487,257	54,331	33,602	87,933	8,145	0	0	442,989	1	N/A	N/A	N/A
3	13V-252 (N46)	8/7/2014	9/19/2014	963,331	241,200	72,109	313,309	8,931	0	0	91,944	3	N/A	N/A	N/A
	13V-527 (R16 [N63])	5/12/2015	5/12/2015	35,890	526	(A)	526	12	0	0	0	0	N/A	N/A	N/A
6	13V-528 (N62)	12/17/2013	1/17/2014	705,850	27,959	203,508	231,467	2,867	0	0	38,964	0	N/A	N/A	N/A
6	13V-529 (N49)	12/13/2013	1/16/2014	271,287	160,684	(A)	160,684	142	0	0	7,421	0	N/A	N/A	N/A
	14V-373 (R03)	5/29/2015											N/A	N/A	N/A
3	14V-391 (P36)	8/28/2014	8/29/2014	645,388	427,948	(A)	427,948	32	0	0	23,387	1	N/A	N/A	N/A
	14V-438 (P41)			640,394	0	0	0	504	0	0	0	0	9/9/2015	9/9/2015	9/30/2015
	14V-567 (P57)			291,443	0	0	0	349	0	0	4	0	9/7/2015	9/7/2015	9/14/2015
1	14V-634 (P60)	2/27/2015	4/30/2015	433,371	133,251	(A)	133,251	113	0	0	2	0	N/A	N/A	N/A
2	14V-749 (P74)	12/15/2014	12/15/2014	11,668	8,012	139	8,151	0	0	0	0	0	N/A	N/A	N/A
1	14V-795 (P80)	3/27/2015	3/27/2015	54,059	3,557	(A)	3,557	174	0	0	0	0	N/A	N/A	N/A
	14V-796 (P77)			255,826	5	(A)	5	22	0	0	1	0	6/10/2015	6/10/2015	6/17/2015
	14V-817 (P81)/15V-313 (R25)			2,899,429	34	(A)	34	4,228	0	0	1	0	6/15/2015	6/15/2015	
1	15V-041 (R05)	3/4/2015	3/9/2015	229,728	103,423	2,564	105,987	5	0	0	4,665	0	N/A	N/A	N/A
	15V-046 (R06)			745,841	1	(A)	1	4,037	0	0	0	0	12/23/2015	12/23/2015	1/23/2016
	15V-090 (R08)	4/9/2015	4/9/2015	21,433	184	6,348	6,532	0	0	0	0	0	N/A	N/A	N/A
	15V-114 (R07)	4/23/2015	4/23/2015	1,858	432	(A)	432	0	0	0	0	0	N/A	N/A	N/A
	14V-115 (R09)			335,741	39	1	40	10	0	0	0	0	7/20/2015	7/20/2015	7/29/2015
	15V-178 (R14)			1,444	0	(A)	0	0	0	0	0	0	7/20/2015	7/20/2015	7/29/2015

(A) Not applicable. Dealers instructed/will be instructed to perform the repair on all vehicles.

2015	Recalls.mopar.com		VIN Query		VIN Results	
	Unique Visits	Total Visits	Unique Visits	Total Visits	Unique Visits	Total Visits
January	131	185	59,563	140,870	16,724	34,321
February	146	204	25,192	60,427	8,967	15,891
March	1,198	1,349	42,934	108,880	15,483	26,080
April	1,143	1,388	39,798	99,906	21,435	40,343
May						
June						
July						
August						
September						
October						
November						
December						
Total	2,618	3,126	167,487	410,083	62,609	116,635

March 9, 2015



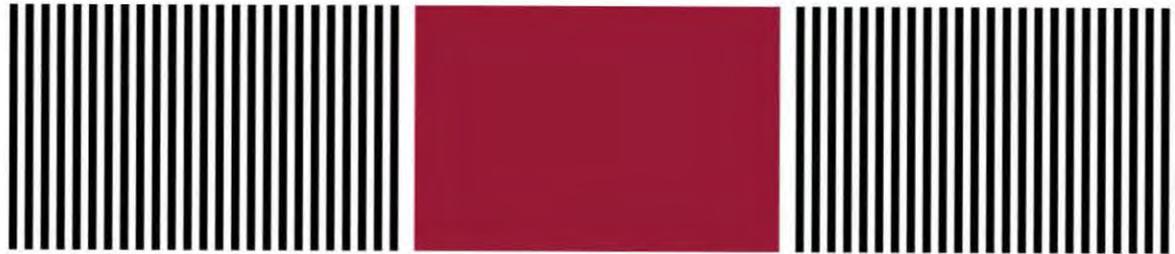
FCA

FIAT CHRYSLER AUTOMOBILES

THE EXPERIENCE TO PROTECT.

THE SOLUTIONS TO ENHANCE.

I S G



a  Stericycle® business



One Vision:
Deliver best-in-class automotive solutions

CORE PURPOSE



SUITES OF SERVICES

HEALTHCARE COMPLIANCE SOLUTIONS

EXPERT SOLUTIONS

ENVIRONMENTAL SOLUTIONS

COMMUNICATION SOLUTIONS

600k CUSTOMERS
WORLDWIDE



GLOBAL COVERAGE

435
LOCATIONS

**PUBLICLY
TRADED
SRCL**

>4000



RECALLS HANDLED

>150K



CALLS FIELDDED FOR 1 DAY / 1 CLIENT

RECALL EVENTS

YEAR-OVER-YEAR



500K

INQUIRIES FOR A SINGLE RECALL

120K

LOCATIONS VISITED FOR A SINGLE RECALL

CLIENTS

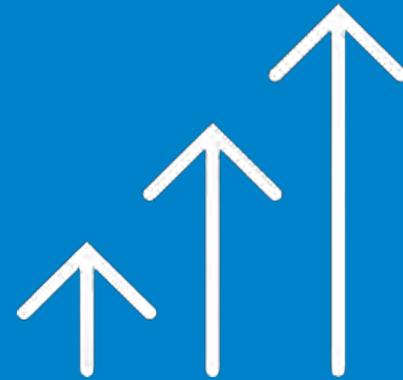
7 OF THE TOP 10 GLOBAL COMPANIES



05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000006



CORE AGENTS
INDIANAPOLIS & IRVING



SURGE CAPACITY
INDIANAPOLIS



OVERFLOW CENTERS



SteriCulture



**Steri
CORE**

Let's TALK



WORK FORCE MANAGEMENT

CALL VOLUMES



AGENT CAPACITY



TRAINING



REAL-TIME FLEXIBILITY



**SCALABLE
CUSTOMIZED
SOLUTIONS**



INTERACTIVE INTELLIGENCE[®]



AVAYA



windstream.

CAPACITY & INFRASTRUCTURE

IN-HOUSE PRODUCTION

Small campaigns & reimbursements



HIGH-VOLUME CAPACITY

Millions of notifications with integrated data



MULTIFACETED

Return packaging & fulfillment



TECHNOLOGY



Stericycle®
ExpertSOLUTIONS™



I S G
[Barcode]

FCA

FIAT CHRYSLER AUTOMOBILES



Vehicle Recall & Campaign Management Outreach Program

Outreach provides automakers the ability to...

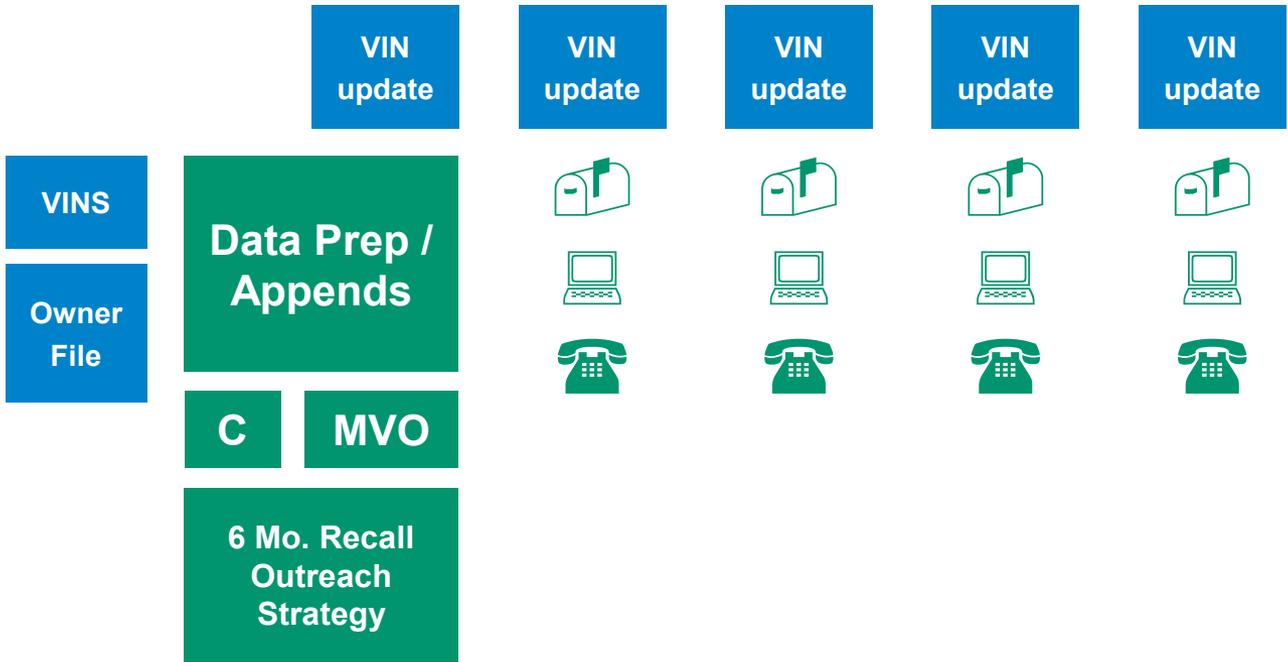
- Engage owners not just once but many times and do this more quickly
- Use not just one but multiple communication methods to reach owners
- Provide greater assistance in helping owners get their vehicle repaired
- Address the challenges associated with the recall of older model vehicles because a “one size fits all” approach for campaign notification isn’t effective
- Take a more proactive vs. reactive approach to recalls
- Address the disruption and complexities recalls can have on operations and design strategies to better serve the customer and deliver consistent results
- Align capacity with significant variable demand and do that cost effectively
- Address supply chain constraints and inefficiencies
- Minimize the potential negative impact of a recall by making sure everyone else is safe

FCA / ISG Outreach Program

- Partnered with ISG to build a campaign outreach model designed to address campaigns performing below VSO defined glide path
- Program launched in January 2012 utilizing messaging approach built to develop the customers empathy towards the need to complete the recall
- Multi-media strategy uses phone, mail, email and internet (Personalized URLs) to increase contact frequency
- Underperforming Campaigns selected to supplant traditional 2nd follow-up notification mailing, (postcard), with Recall Outreach Program
- Utilize dedicated contact center to manage all customer communications such as:
 - Design and mailing of compelling notices to consumers
 - In/outbound phone, email, and web response
 - Engage dealerships/service centers to confirm parts availability & set customer appointments
 - Business to Business, (B2B), account management for multi-vehicle owners (MVO)¹
 - Assist MVOs in promoting driver/operator accountability for recall repairs
 - Parts & scheduling prioritization for timely and cost effective repair for MVO customers

¹ MVOs includes Business, Government, Utilities, Leasing Companies, etc.

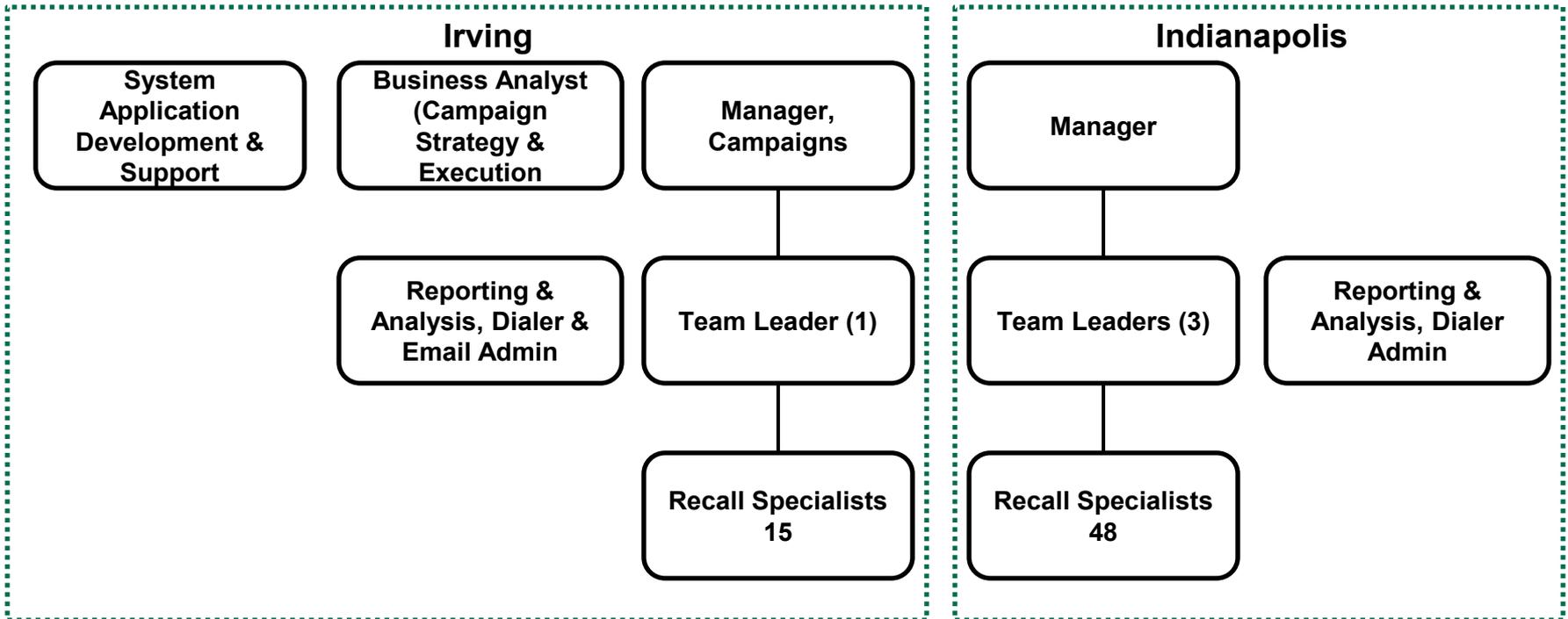
Safety Notice #1



A proven solution to enhance campaign management initiatives & deliver

-  High levels of customer satisfaction
-  Increased brand quality
-  Increased regulatory compliance
-  Improved parts inventory utilization
-  Improved operational efficiency
-  Increased market/corporate leadership while reducing common outsourcing risks
-  Enhanced owner database file
-  Increased sales of new vehicles by identifying & driving more customers into dealership

Feb-15: 73 FTE Resources



ISG leveraging Stericycle Indy Contact Center telephony and seat capacity to administer N45 / N46, R01, and future campaigns while directing Outreach campaign strategy and execution from Irving, TX.

Since the Outreach Program inception there has been:

- Twelve (12) recall campaigns involving² :
 - ~ 1,017,000 VINs with ~ 7.3 million consumer dialogues
 - ~ 3.3 million phone calls
 - ~ 1.7 million emails
 - ~ 2.3 million mailers
 - ~ 107,000 consumer surveys (conversations with owners)
 - ~ 38,000 owners warm transferred to dealerships to setup an appointment and confirm parts availability
 - ~ 457,000 (50% of VINs less Exceptions) repairs during Outreach
 - ~ 117,000 Customer information updates (e.g. update owner contact info)

¹ Includes campaigns with outreach currently in progress excluding N45/N46.

² Excludes L04, L08, and M38 CSN Campaigns assigned for Outreach.

N45 / N46 Outreach Program

- ~ 1.8 million VINs with ~ 3.5 million consumer dialogues
 - ~ 1.2 million phone calls
 - ~ 0.8 million emails
 - ~ 1.5 million mailers
- ~ 57,000 consumer surveys (conversations with owners)
- ~ 20,000 owners warm transferred to dealerships to setup an appointment and confirm parts availability
- ~ 30,000 N45 repairs to date during Outreach
- ~ 127,000 N46 repairs to date during Outreach
- ~ 68,000 Customer information updates (e.g. update owner contact info)

Results have been positive

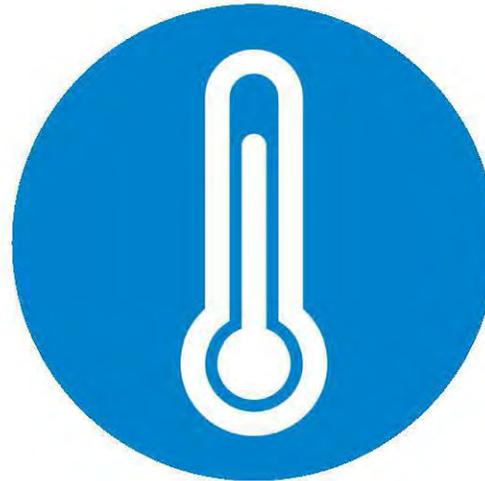
- Independent analysis shows Chrysler is exceeding the industry average in repair completions
- NHTSA has referred other OEMs to Chrysler to learn more about its innovative outreach program
- Customers have given Chrysler high marks and indicated the process increased their brand loyalty and preference

CUSTOMER SERVICE	
Excellent	<input checked="" type="checkbox"/>
Good	<input type="checkbox"/>
Average	<input type="checkbox"/>
Poor	<input type="checkbox"/>





**Fines & Penalties
Increasing**



**More Pressure on
Automakers & Manufacturers**



**Notify Consumers Earlier
& More Often**

Automotive Industry Challenges

**COORDINATING
MULTIPLE VENDORS**

**LOW QUALITY OF
OWNER DATA LIST**

**ACCELERATED
OUTREACH**

**BUSINESS
DISRUPTION**

**CUSTOMER
HANDLING**

**INCREASING
REGULATIONS**

**INCONSISTENT
RESULTS**

COSTLY

**POTENTIAL
NEGATIVE IMPACT
ON BRAND**

OEMs representing 10 largest issuers of safety recalls (initiated 2010-2014)

- VW, BMW, FCA, Subaru, GM, Honda, Toyota, Hyundai, Nissan, Ford
- Vehicles, excluding equipment recalls (e.g. Ford 14E001000 and 14E028000)
- Includes safety & compliance recalls

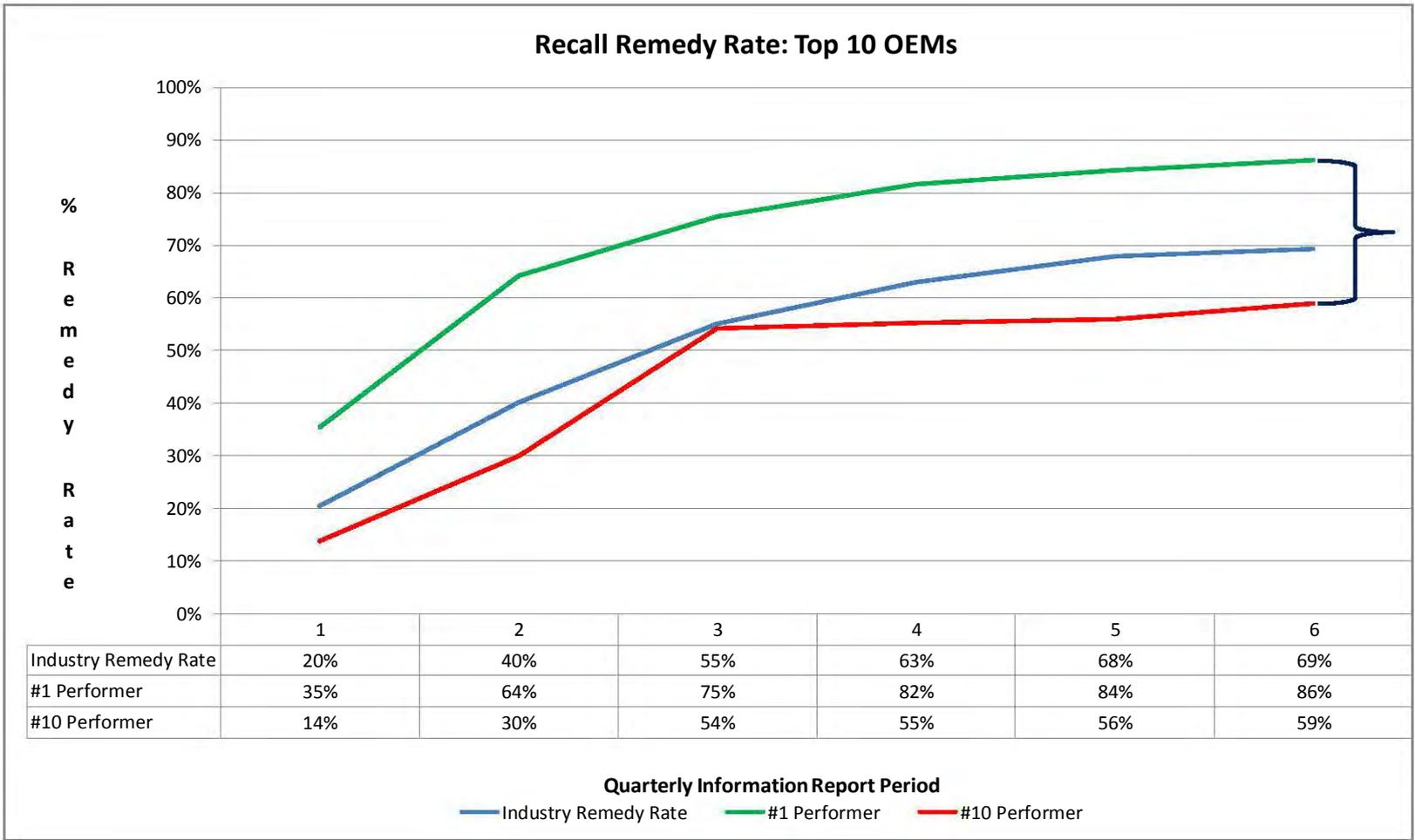
Reporting period source:

- OEM Q1-2010 to Q4-2014 campaign quarterly information reports filed with NHTSA

Adjustments:

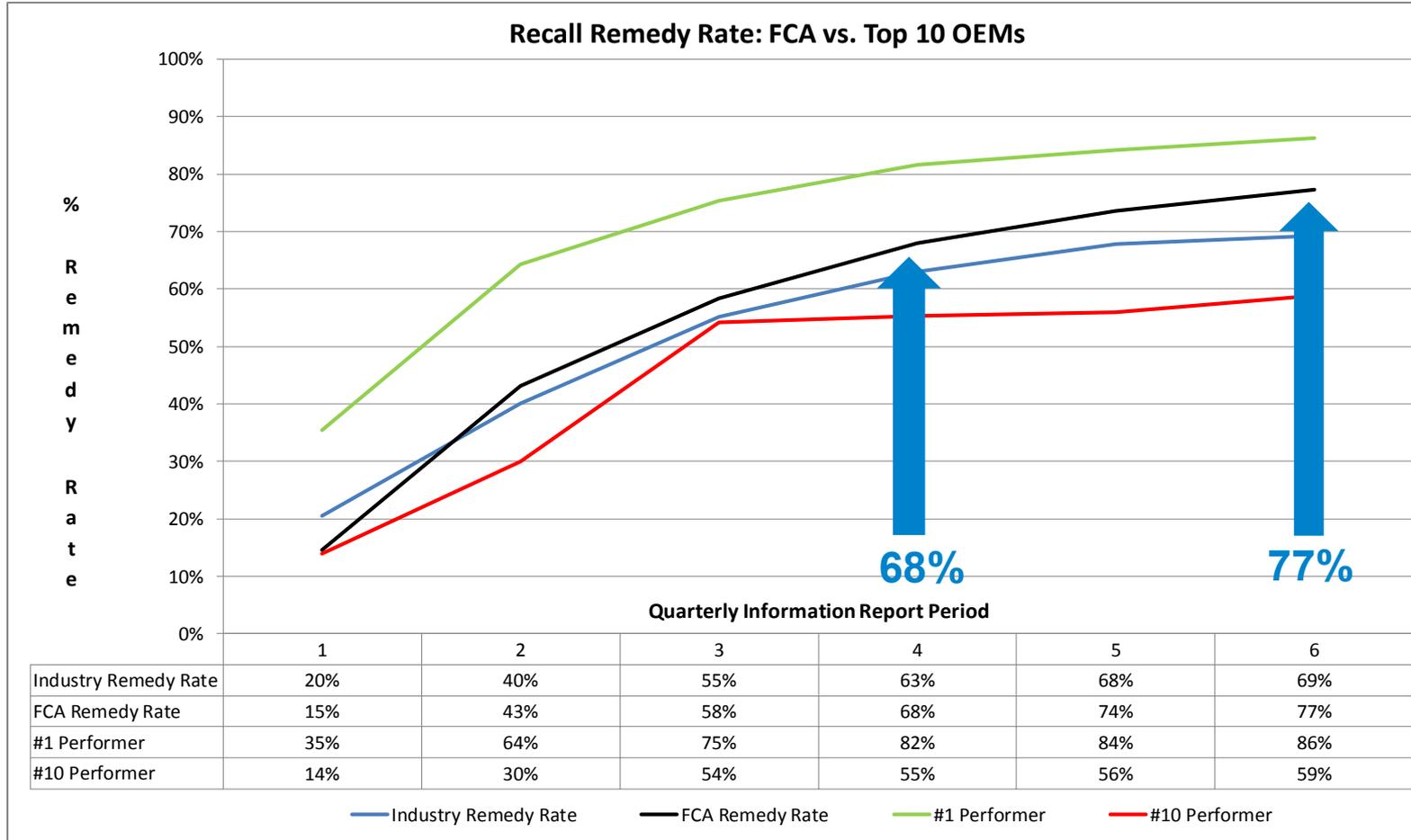
- For statistical accuracy, eliminated recall campaigns which skewed the OEM's average remedy rate due to (i) recalls with a very low remedy rate and (ii) a high number of vehicles affected (e.g. FCA Campaigns N45/N46, N62, N49, M35, and J38; and GM Campaigns 10V575000 and 13V001000)

INDUSTRY BENCHMARK ANALYSIS



**27% Gap
between
#1 and #10
Performer**

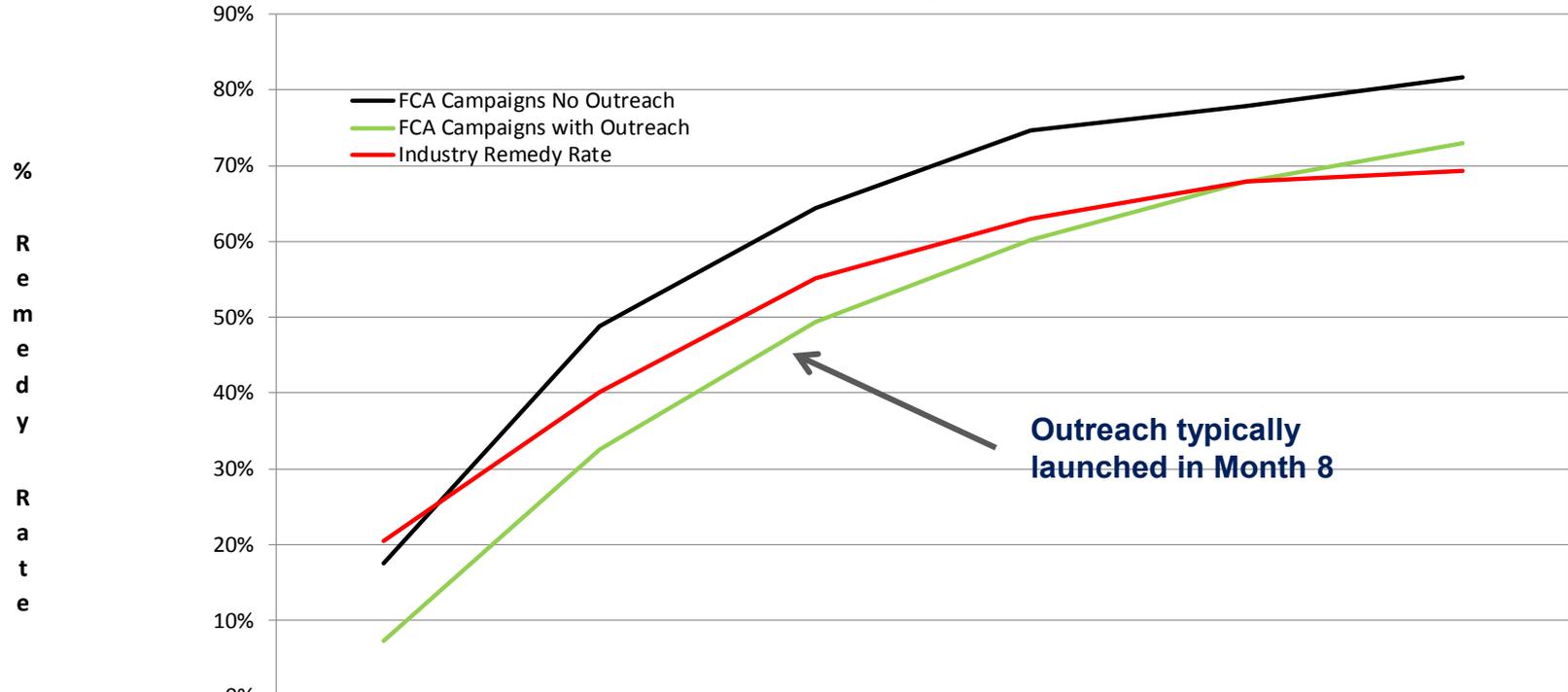
With increased focus on enforcements, it's highly likely that NHTSA will require greater outreach efforts by OEMs to achieve a consistently higher Remedy Rate.



FCA's Remedy Rate ranks 3rd to VW and BMW despite 5x and 3x the number of vehicles affected for VW & BMW campaigns that reached the 6th QTR of activity.

FCA Completion Rate Trend

Recall Remedy Rate: Campaigns with or without Outreach

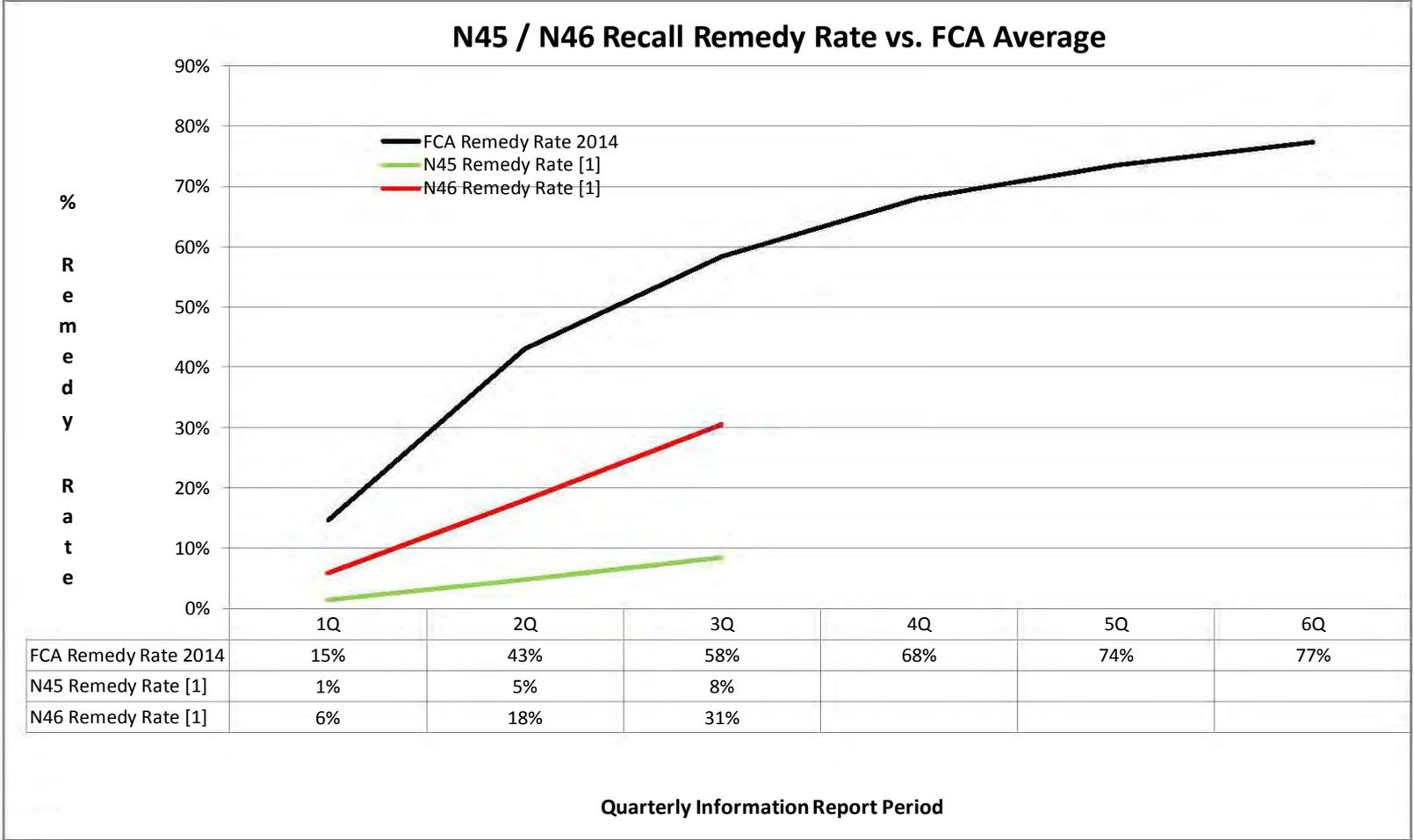


	1	2	3	4	5	6
FCA Campaigns No Outreach	18%	49%	64%	75%	78%	82%
FCA Campaigns with Outreach	7%	33%	49%	60%	68%	73%
Industry Remedy Rate	20%	40%	55%	63%	68%	69%

Quarterly Information Report Period

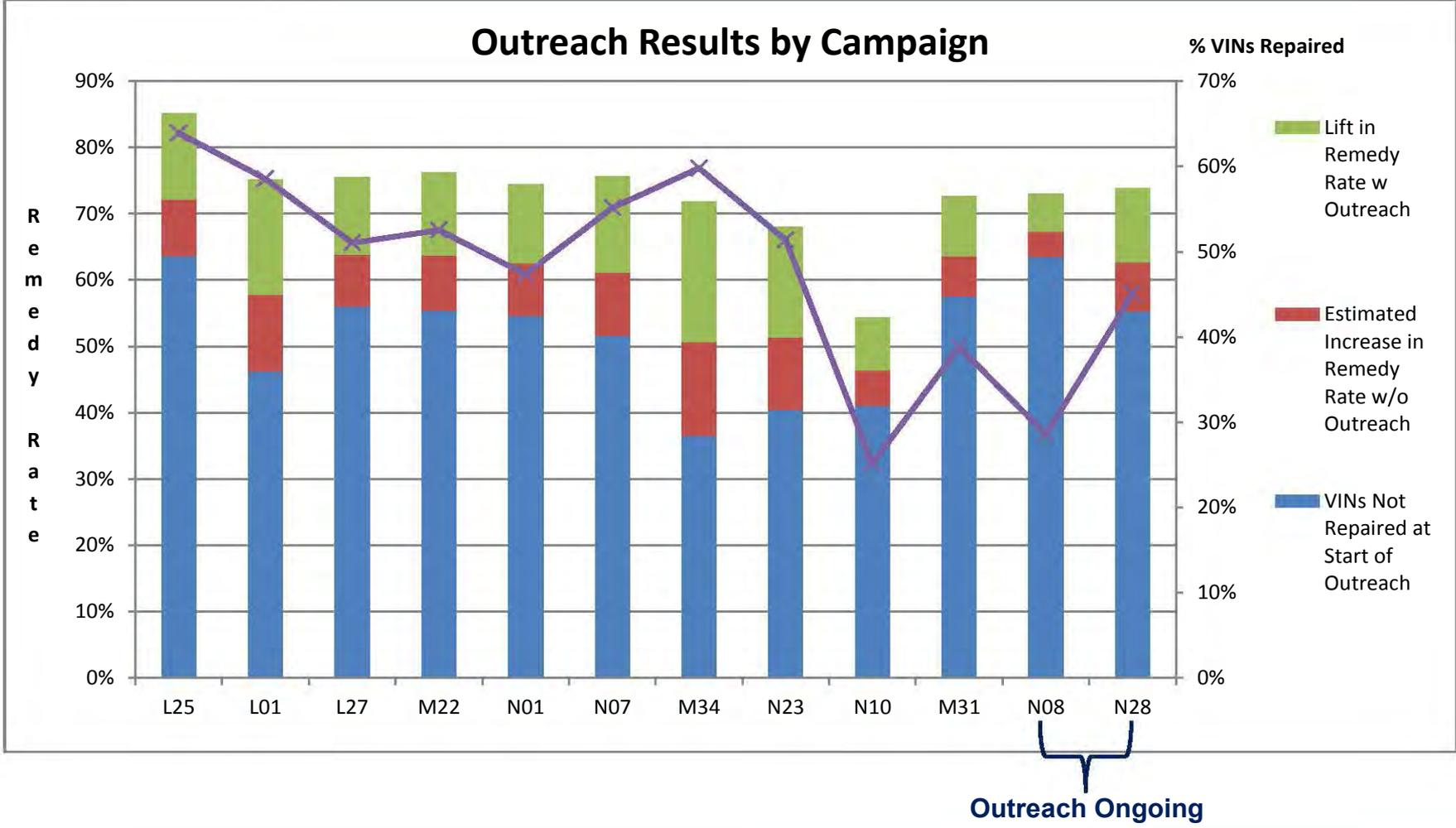
Outreach program accelerates Remedy Rate from Q2 – Q6, resulting in a 40% Remedy Rate compared to 33% Remedy Rate for Campaigns with No Outreach

FCA N45 and N46 Completion Rate vs. FCA Average



[1] Q1 reflects August and September, Q2 October – December, and Q3 January and February actuals and March estimate.

Outreach Activity Results



Outreach results in estimated 150% increase in the Campaign Remedy Rate, as the Average Remedy Rate at Outreach Start and Completion was 51% and 74%, respectively, as 53% of VINs were repaired during Outreach.

**SINGLE PARTNER
SOLUTION IF
DESIRED**

**HIGHER QUALITY OF
OWNER DATA WITH
APPENDS**

EARLIER OUTREACH

**MINIMIZED
DISRUPTIONS TO
TIER I CONTACT
CENTER**

**IMPROVED
CUSTOMER
HANDLING**

**REGULATORY RISK
MITIGATION**

**MORE CONSISTENT
RESULTS**

REDUCED COSTS

**CUSTOMER
RETENTION &
POSITIVE ROI**

Legacy Recall Campaign Model

■ Internal / Tier I Outsourced Operation

**Manufacturer Recall
In/outsourced Campaign
Center**

**Manufacturer Recall In/Outsourced
Campaign Renotification**

Outreach
Re-mail Initial Notification Letter
Inbound Call Support



EVENT TIMELINE (18 MONTHS)

05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000030

Internal / Tier I Outsourced Operation
 ISG Operation

**Manufacturer Recall
Contact Center**

**Manufacturer Recall Resolution Team
Outreach Program**

<p>Consumer Outreach</p> <ul style="list-style-type: none"> E-mails Mailers In/Outbound Calls 	<p>MVO Outreach</p> <ul style="list-style-type: none"> Aggregated & Consolidated VIN Reports Outbound B2B Calls
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EVENT TIMELINE (18 MONTHS)

05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000031

2015 ISG/Stericycle Campaign Business Model

Internal / Tier I Outsourced Operation
 Stericycle/ISG Operation

Dedicated Campaign Management Channel

Interim Safety Letter Notification	Initial Campaign Letter Notification & Reimbursement	Consumer Notification MVO Notification Reimbursements	Consumer Outreach E-mails Mailers In/Outbound Calls Reimbursement	MVO Outreach Aggregated & Consolidated VIN Reports Outbound B2B Calls Reimbursement
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Inbound	Inbound / Outbound
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EVENT TIMELINE (18 MONTHS)

05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000032

- While all automakers, including FCA, have to prepare for future more stringent regulations, FCA has already established a leadership position.
 - Toyota, Honda, Nissan, and Suzuki are all using the Outreach Program while a number of other automakers are expected to launch the Outreach Program in 2015
- Benchmark Analysis for FY14 shows FCA #3 performer in 18 month repair completion rate.
- FCA in process of standardizing Outreach parameters or creating automatic campaign “triggers”
 - Campaign Gap Improvement (Underperforming compared to Target 6 months from Initial Owner Notification Mailing, % Current and Future Parts Availability to Un-remediated Vehicles, and Purchase Order Availability)
 - Regulatory Anomalies (e.g. N45/N46 and Takata Airbag Inflator)
 - CSN Business Case Justification (e.g. R01 Transmission Flash)
- N45 / N46 VIN Expansion in Dec-14 resulted in build out of Outreach team at Stericycle’s Lakeside Contact Center in Indianapolis

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Addendum

2012 to 2014 FCA Campaigns with Outreach

Recalls Initiated on or After 1/1/2010 (Results reported through 12/31/14)																				
CampaignID NHTSA	CHY	Severity Keyword	Notification Begin Date	Vehicles			Remedy Rate						Quarterly Completion Rate							
				Affected	Remedied	Not Remed	Q1	Q2	Q3	Q4	Q5	Q6	Q3-Q2	Q4-Q3	Q5-Q4	Q6-Q5	Q4-Q2	Q5-Q3		
13V038000	N08	Crash	10/11/2013	278,229	178,546	99,683	0%	32%	48%	64%					16%	16%			32%	
13V234000	N28	Crash	8/8/2013	176,181	126,850	49,331	1%	16%	28%	45%	59%	72%			12%	17%			29%	30%
13V175000	N23	Injury	8/6/2013	295,246	202,318	92,928	28%	43%	53%	62%	66%	69%			10%	9%	5%	2%	19%	14%
13V118000	N07	Injury	4/25/2013	119,526	92,188	27,338	33%	51%	62%	69%	74%	77%			11%	7%	5%	3%	18%	12%
13V176000	M31	Injury	6/10/2013	5,439	3,712	1,727	10%	34%	46%	54%	60%	68%			11%	9%	6%	8%	20%	14%
13V121000	N10	Crash	5/31/2013	61,401	30,740	30,661	1%	25%	32%	39%	42%	50%			7%	6%	4%	8%	14%	10%
13V233000	N01	Injury	6/21/2013	254,325	189,149	65,176	3%	46%	56%	65%	71%	74%			10%	8%	6%	3%	19%	15%
12V474000	M34	Crash	6/19/2013	48,100	33,162	14,938	0%	1%	26%	39%	54%	64%			25%	13%	15%	10%	38%	28%
12V216000	M22	Fire	7/16/2012	65,251	50,495	14,756	34%	49%	61%	71%	75%	77%			12%	9%	5%	2%	21%	14%
12V085000	L27	Crash	3/30/2012	346,716	250,520	96,196	0%	29%	52%	58%	67%	72%			24%	6%	9%	5%	30%	15%
11V394000	L01	Injury	10/21/2011	299,040	220,029	79,011	0%	13%	43%	57%	69%	74%			30%	14%	12%	5%	44%	26%
11V139000	L25	Crash	6/24/2011	197,425	165,098	32,327	0%	46%	61%	71%	80%	84%			15%	10%	9%	4%	26%	19%
Average Recall Campaign [2]				178,907	128,567	50,339	9%	32%	47%	58%	65%	71%			15%	10%	8%	6%	26%	18%
Median Recall Campaign				186,803	145,974	40,829	1%	33%	50%	60%	67%	72%			12%	9%	6%	5%	24%	15%
Max Recall Campaign				346,716	250,520	96,196	34%	51%	62%	71%	80%	84%			30%	17%	15%	13%	44%	30%
Min Recall Campaign				5,439	3,712	1,727	0%	1%	26%	39%	42%	50%			7%	6%	4%	2%	14%	10%
Totals (Based on # Vehicles Remedied/Affected) [3]				2,146,879	1,542,807	604,072	7%	33%	49%	60%	68%	73%								

Notes:

[1] Average of each recalls remedy rate by quarter regardless of number of vehicles affected.

[2] Total Recall Completion Rate based on number of vehicles remedied for all campaigns divided by number of vehicles affected for all campaigns.

Vehicle ID	Model	Event	Date	Count	Count	Count	Recall %					
13V237000	N35	Crash	6/27/2013	17,304	14,925	2,379	6%	54%	72%	79%	84%	86%
13V177000	N25	Crash	6/28/2013	498	399	99	3%	44%	62%	73%	78%	80%
13V124000	N21	Crash	4/30/2013	45	39	6	56%	80%	78%	84%	84%	87%
13V128000	N22	Crash	4/25/2013	6,570	5,585	986	53%	68%	78%	82%	85%	85%
13V043000	N02	Crash	4/5/2013	1,785	1,564	221	68%	77%	83%	85%	86%	88%
13V103000	N18	Fire	3/20/2013	4,051	4,008	43	22%	97%	98%	99%	99%	99%
12V560000	M36	Injury	2/22/2013	734	728	6	99%	99%	99%	99%	99%	99%
12V391000	M25	Injury	9/28/2012	1,449	1,292	157	19%	74%	81%	85%	87%	89%
12V191000	M17	Injury	5/17/2012	471	458	13	73%	94%	95%	96%	97%	97%
12V197000	M10	Crash	5/16/2012	119,078	107,000	12,078	47%	72%	82%	86%	88%	90%
12V192000	M14	Crash	5/21/2012	129	94	35	43%	60%	67%	71%	73%	76%
12V142000	M11	Fire	5/25/2012	1,689	1,535	154	44%	75%	82%	86%	88%	91%
12V141000	M13	Crash	4/27/2012	289	271	18	74%	87%	90%	92%	93%	94%
12V042000	M01	Crash	4/12/2012	9,137	8,574	563	56%	78%	88%	91%	93%	94%
11V528000	L37	Injury	3/16/2012	5,437	3,508	1,929	9%	37%	51%	59%	65%	46%
11V550000	L39	Crash	3/1/2012	340	336	4	50%	90%	97%	99%	99%	99%
12V004000	L43	Crash	3/2/2012	301	271	30	30%	64%	77%	83%	87%	90%
11V487000	L33	Crash	12/2/2011	703	692	11	85%	96%	98%	98%	98%	98%
11V350000	L16	Crash	10/3/2011	208,696	152,816	55,880	4%	31%	52%	63%	69%	73%
11V315000	L23	Injury	7/8/2011	11,096	10,072	1,024	69%	81%	87%	89%	91%	92%
10V656000	K36	Crash	4/22/2011	60,382	54,546	5,836	53%	76%	85%	88%	89%	90%
11V145000	L09	Crash	3/24/2011	18,326	15,821	2,505	11%	63%	73%	81%	84%	86%
10V657000	K28	Crash	3/7/2011	15,271	11,612	3,659	9%	46%	59%	69%	74%	76%
10V658000	K07	Injury	2/25/2011	64,934	49,550	15,384	16%	50%	61%	70%	74%	76%
10V616000	K33	Crash	2/8/2011	62,166	54,689	7,477	34%	64%	75%	81%	85%	88%
10V611000	K25	Injury	1/28/2011	299,642	246,074	53,568	43%	62%	71%	76%	79%	82%
10V475000	K26	Fire	12/30/2010	23,237	21,537	1,700	7%	77%	85%	90%	92%	93%
10V474000	K27	Crash	12/20/2010	772	655	117	49%	74%	78%	81%	83%	85%
10V236000	K13	Crash	12/10/2010	287,653	196,502	91,151	6%	39%	51%	61%	65%	68%
10V550000	K24	Crash	12/1/2010	12,027	8,455	3,572	18%	44%	56%	63%	68%	70%
10V235000	K14	Fire	11/15/2010	281,311	251,769	29,542	28%	66%	78%	85%	88%	89%
10V200000	K08	Crash	8/23/2010	37,335	33,046	4,289	45%	70%	79%	84%	87%	89%
10V315000	K15	Crash	8/20/2010	20,626	17,955	2,671	34%	66%	77%	82%	85%	87%
10V234000	K11	Fire	6/25/2010	24,825	15,175	9,650	1%	33%	39%	47%	51%	56%
10V197000	K09	Crash	6/9/2010	123	113	10	6%	90%	91%	91%	92%	92%
10V085000	K05	Crash	4/12/2010	3,465	3,260	205	74%	86%	91%	92%	93%	94%
10V009000	J37	Crash	1/29/2010	20,045	19,299	746	78%	90%	93%	94%	95%	96%
Average Recall Campaign [2]				69,279	35,145	34,134	33%	65%	74%	79%	83%	86%
Median Recall Campaign				10,390	4,763	1,584	30%	66%	78%	84%	86%	88%
Max Recall Campaign				651,130	319,536	642,787	99%	99%	99%	99%	99%	99%
Min Recall Campaign				8	1	4	0%	0%	0%	0%	22%	46%
Totals (Based on # Vehicles Remedied/Affected) [3]				5,334,509	2,706,164	2,628,345	18%	49%	64%	75%	78%	82%

2012 to Feb 2015 Campaign Outreach Results

Chrysler Recall Activity Campaign	Outreach Completed									
	L25	%	L01	%	L27	%	M22	%	N01	%
Recall Initial Owner Notification Date	Jun-11		Oct-11		Mar-12		Jul-12		Jun-13	
Outreach Start date	Jan-12		Aug-12		Nov-12		Feb-13		Oct-13	
Month Outreach Started	7		10		8		7		4	
Total VINs Affected	197,865	100.0%	299,040	100.0%	346,716	100.0%	65,251	100.0%	258,343	100.0%
Remedy Rate at Start of Outreach		63.6%		46.3%		56.1%		55.4%		54.6%
VINs Not Repaired at Start of Outreach	71,942	36.4%	160,656	53.7%	152,321	43.9%	29,113	44.6%	117,237	45.4%
Total Not Able To Be Repaired Or Count As Repaired (Exceptions)	5,384	2.7%	13,296	8.3%	20,279	13.3%	3,167	10.9%	9,000	7.7%
Repaired By Authorized Dealer under Recall Outreach (Repaired)	42,524	21.5%	86,230	53.7%	67,380	44.2%	13,625	46.8%	51,221	43.7%
Adjusted VINs (VINs-Exceptions)	66,558	33.6%	147,360	4.8%	132,042	6.8%	25,946	5.7%	108,237	3.6%
Adjusted Repair Rate (Repaired/(VINs-Exceptions))		63.9%		58.5%		51.0%		52.5%		47.3%
Remedy Rate at End of 6 Month Outreach		85.1%		75.1%		75.5%		76.3%		74.4%
Change in Remedy Rate		21.5%		28.8%		19.4%		20.9%		19.8%
Repairs post Outreach	0	0.0%	14,618	4.9%	8,663	2.5%	3,090	4.7%		1.6%
Current Remedy Rate		85.1%		80.0%		78.0%		81.0%		76.0%

Less: VINs Filtered out from Chrysler File to ISG	Outreach Completed									
Other Repairs	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Repaired By Owner	268	0.4%	143	0.1%	394	0.3%	59	0.2%	69	0.1%
Stolen	0	0.0%	7	0.0%	12	0.0%	1	0.0%	5	0.0%
Scrapped	264	0.4%	1,312	0.8%	6,094	4.0%	153	0.5%	1,084	0.9%
Exported	62	0.1%	117	0.1%	66	0.0%	10	0.0%	23	0.0%
Sold Owner Unknown	2,946	4.1%	4,020	2.5%	3,549	2.3%	359	1.2%	1,015	0.9%
Unable to Notify	0	0.0%	9	0.0%	7	0.0%	0	0.0%	10	0.0%
Unwilling to Participate (Refused Repair)	63	0.1%	41	0.0%	13	0.0%	39	0.1%	2	0.0%
Unwilling to Participate (Repair Does Not Apply (Location))	11	0.0%	7	0.0%	4	0.0%	1	0.0%	1	0.0%
Unwilling to Participate (Vehicle Modification)	4	0.0%	2	0.0%	9	0.0%	29	0.1%	0	0.0%
Unwilling to Participate (Do Not Contact)	0	0.0%	628	0.4%	415	0.3%	159	0.5%	525	0.4%
Unwilling to Participate	3	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total Exceptions	5,384	7.5%	13,296	8.3%	20,279	13.3%	3,167	10.9%	9,000	7.7%

2012 to Feb 2015 Campaign Outreach Results

Chrysler Recall Activity Campaign											Total Completed	
	N07	%	M34	%	N23	%	N10	%	M31	%	Totals	%
Recall Initial Owner Notification Date	Apr-13		Jun-13		Aug-13		May-13		Jun-13			
Outeach Start date	Nov-13		Nov-13		Dec-13		Jun-14		Jun-14			
Month Outreach Started	7		5		4		13		12		8	
Total VINs Affected	119,884	100.0%	48,298	100.0%	295,847	100.0%	61,400	100.0%	5,439	100.0%	1,698,083	100.0%
Remedy Rate at Start of Outreach		51.6%		36.5%		40.4%		41.0%		57.6%		51%
VINs Not Repaired at Start of Outreach	58,032	48.4%	30,675	63.5%	176,325	59.6%	36,210	59.0%	2,306	42.4%	834,817	49%
Total Not Able To Be Repaired Or Count As Repaired (Exceptions)	5,822	10.0%	2,091	6.8%	17,260	9.8%	3,730	10.3%	207	9.0%	80,236	5%
Repaired By Authorized Dealer under Recall Outreach (Repaired)	28,790	49.6%	17,088	55.7%	81,660	46.3%	8,162	22.5%	815	35.3%	397,495	23%
Adjusted VINs (VINs-Exceptions)	52,210	5.5%	28,584	4.1%	159,065	5.0%	32,480	2.6%	2,099	3.5%	754,581	44%
Adjusted Repair Rate (Repaired/(VINs-Exceptions))		55.1%		59.8%		51.3%		25.1%		38.8%		53%
Remedy Rate at End of 6 Month Outreach		75.6%		71.9%		68.0%		54.3%		72.6%		74%
Change in Remedy Rate		24.0%		35.4%		27.6%		13.3%		15.0%		23%
Repairs post Outreach		4.4%		1.1%		1.0%	418	0.7%		1.4%	26,790	0%
Current Remedy Rate		80.0%		73.0%		69.0%		55.0%		74.0%		74%

Less: VINs Filtered out from Chrysler File to ISG											Total Completed	
	N07	%	M34	%	N23	%	N10	%	M31	%	Totals	%
Other Repairs	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Repaired By Owner	118	0.2%	63	0.2%	182	0.1%	13	0.0%	18	0.8%	1,327	0.1%
Stolen	6	0.0%	1	0.0%	8	0.0%	3	0.0%	0	0.0%	43	0.0%
Scrapped	528	0.9%	180	0.6%	2,602	1.5%	719	2.0%	56	2.4%	12,992	1.3%
Exported	22	0.0%	9	0.0%	98	0.1%	5	0.0%	1	0.0%	413	0.0%
Sold Owner Unknown	521	0.9%	322	1.0%	2,197	1.2%	366	1.0%	25	1.1%	15,320	1.2%
Unable to Notify	4	0.0%	5	0.0%	19	0.0%	10	0.0%	0	0.0%	64	0.0%
Unwilling to Participate (Refused Repair)	3	0.0%	1	0.0%	21	0.0%	3	0.0%	0	0.0%	186	0.0%
Unwilling to Participate (Repair Does Not Apply (Location))	1	0.0%	0	0.0%	2	0.0%	1	0.0%	0	0.0%	28	0.0%
Unwilling to Participate (Vehicle Modification)	0	0.0%	0	0.0%	2	0.0%	0	0.0%	0	0.0%	46	0.0%
Unwilling to Participate (Do Not Contact)	852	1.5%	146	0.5%	1,093	0.6%	212	0.6%	9	0.4%	4,039	1.2%
Unwilling to Participate	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	0.0%
Total Exceptions	5822	10.0%	2,091	6.8%	17,260	9.8%	3,730	10.3%	207	9.0%	80,236	9.6%

2012 to Feb 2015 Campaign Outreach Results

Chrysler Recall Activity Campaign	Outreach In Mid Stage				Total All	
	N08	%	N28	%	Totals	%
Recall Initial Owner Notification Date	Oct-13		Aug-13			
Outreach Start date	Nov-14		Nov-14			
Month Outreach Started	13		15		9	
Total VINs Affected	278,927	100.0%	179,970	100.0%	2,156,980	100.0%
Remedy Rate at Start of Outreach		63.5%		55.3%		53%
VINs Not Repaired at Start of Outreach	101,814	36.5%	80,381	44.7%	1,017,012	47%
Total Not Able To Be Repaired Or Count As Repaired (Exceptions)	9,400	3.4%	6,421	3.6%	96,057	4%
Repaired By Authorized Dealer under Recall Outreach (Repaired)	26,372	9.5%	33,329	18.5%	457,196	21%
Adjusted VINs (VINs-Exceptions)	92,414	33.1%	73,960	41.1%	920,955	43%
Adjusted Repair Rate (Repaired/(VINs-Exceptions))		28.5%		45.1%		50%
Remedy Rate at End of 6 Month Outreach		73.0%		73.9%		74%
Change in Remedy Rate		9.5%		18.5%		21%
Repairs post Outreach		0.0%		0.0%	26,790	0%
Current Remedy Rate		73.0%		73.9%		74%

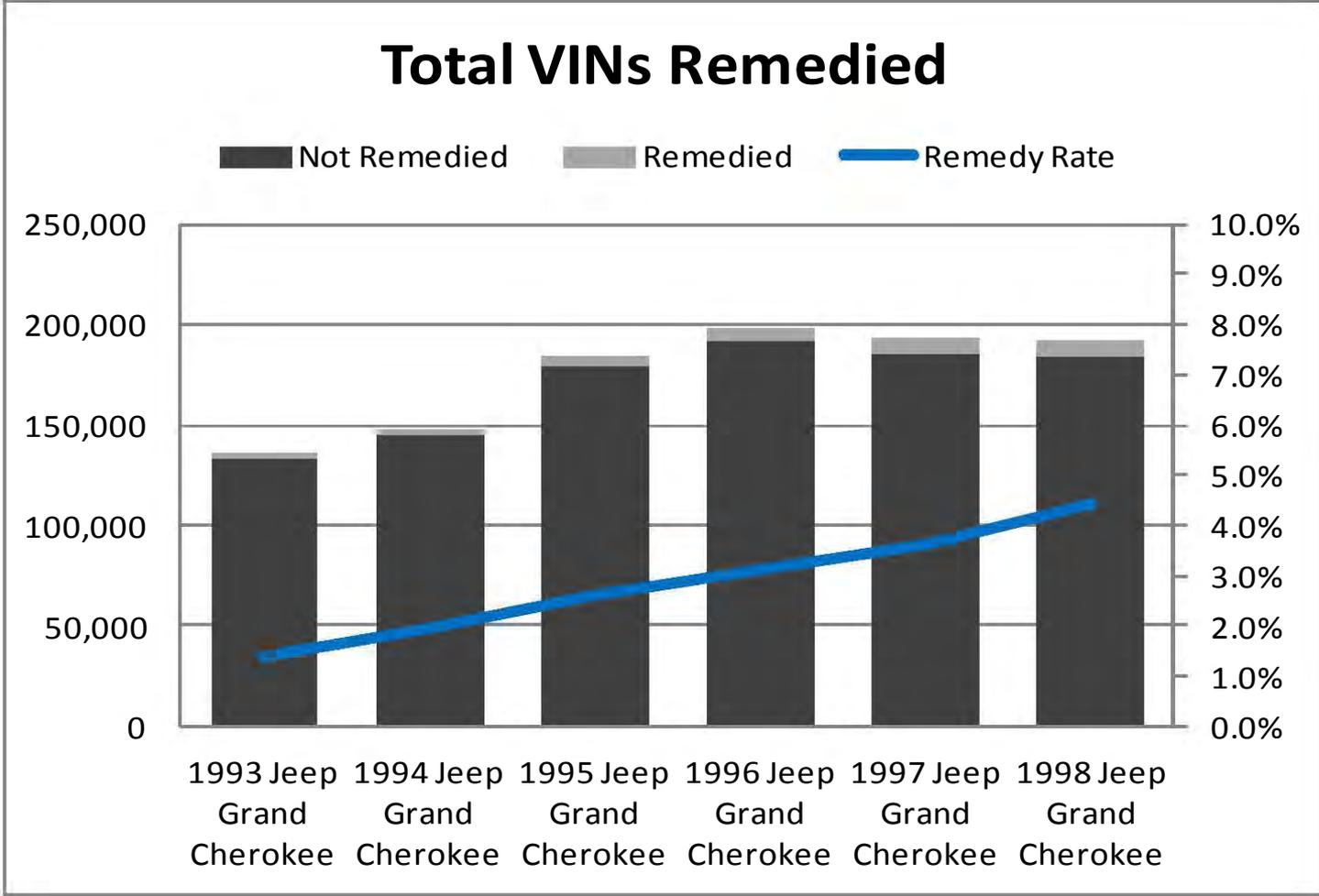
Less: VINs Filtered out from Chrysler File to ISG	Outreach In Mid Stage				Total All	
	N08	%	N28	%	Totals	%
Less: VINs Filtered out from Chrysler File to ISG	6,684	6.6%	5,541	6.9%	58,000	5.5%
Other Repairs	0	0.0%	0	0.0%	0	0.0%
Repaired By Owner	86	0.0%	80	0.0%	1,493	0.1%
Stolen	1	0.0%	2	0.0%	46	0.0%
Scrapped	786	0.7%	218	0.2%	13,996	1.3%
Exported	6	0.0%	12	0.0%	431	0.0%
Sold Owner Unknown	509	0.1%	345	0.1%	16,174	1.2%
Unable to Notify	23	0.0%	16	0.0%	103	0.0%
Unwilling to Participate (Refused Repair)	6	0.0%	5	0.0%	197	0.0%
Unwilling to Participate (Repair Does Not Apply (Location))	1	0.0%	1	0.0%	30	0.0%
Unwilling to Participate (Vehicle Modification)	3	0.0%	1	0.0%	50	0.0%
Unwilling to Participate (Do Not Contact)	1,295	1.2%	200	0.1%	5,534	1.2%
Unwilling to Participate	0	0.0%	0	0.0%	3	0.0%
Total Exceptions	9,400	9.2%	6,421	8.0%	96,057	9.4%

2012 to Feb 2015 Campaign Outreach Results

Chrysler Recall Activity Campaign	Outreach In Early Stage				Total N45 / N46	
	N45	%	N46	%	Totals	%
Recall Initial Owner Notification Date	Aug-14		Aug-14			
Outreach Start date	Dec-14		Dec-14			
Month Outreach Started	4		4		4	
Total VINs Affected	1,046,106	100.0%	772,171	100.0%	1,818,277	100.0%
Remedy Rate at Start of Outreach		0.0%		0.0%		0%
VINs Not Repaired at Start of Outreach	1,046,106	100.0%	772,171	100.0%	1,818,277	100%
Total Not Able To Be Repaired Or Count As Repaired (Exceptions)	7,343	0.7%	5,452	0.7%	12,795	1%
Repaired By Authorized Dealer under Recall Outreach (Repaired)	29,874	2.9%	127,435	16.5%	157,309	9%
Adjusted VINs (VINs-Exceptions)	1,038,763	99.3%	766,719	99.3%	1,805,482	99.3%
Adjusted Repair Rate (Repaired/(VINs-Exceptions))		2.9%		16.6%		8.7%
Remedy Rate at End of 6 Month Outreach		2.9%		16.5%		8.7%
Change in Remedy Rate		2.9%		16.5%		8.7%
Repairs post Outreach		0.0%		0.0%	0	0.0%
Current Remedy Rate		2.9%		16.5%		9%

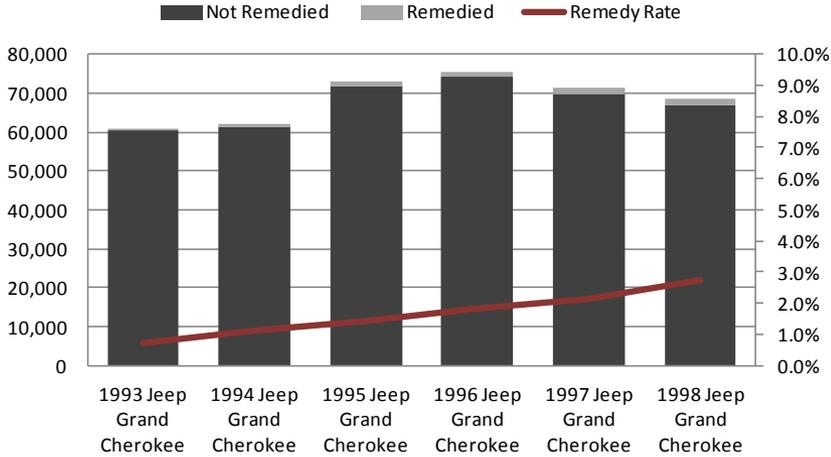
Chrysler Recall Activity Campaign	Outreach In Early Stage				Total N45 / N46	
	N45	%	N46	%	Totals	%
Less: VINs Filtered out from Chrysler File to ISG	0	0.0%	0	0.0%	0	5.5%
Other Repairs	0	0.0%	0	0.0%	0	0.0%
Repaired By Owner	47	0.0%	124	0.0%	171	0.1%
Stolen	23	0.0%	15	0.0%	38	0.0%
Scrapped	3,961	0.3%	2,784	0.3%	6,745	1.3%
Exported	32	0.0%	28	0.0%	60	0.0%
Sold Owner Unknown	2,607	0.0%	1,825	0.0%	4,432	1.2%
Unable to Notify	38	0.0%	92	0.0%	130	0.0%
Unwilling to Participate (Refused Repair)	61	0.0%	43	0.0%	104	0.0%
Unwilling to Participate (Repair Does Not Apply (Location))	10	0.0%	5	0.0%	15	0.0%
Unwilling to Participate (Vehicle Modification)	9	0.0%	8	0.0%	17	0.0%
Unwilling to Participate (Do Not Contact)	555	0.0%	528	0.0%	1,083	1.2%
Unwilling to Participate	0	0.0%	0	0.0%	0	0.0%
Total Exceptions	7,343	0.7%	5,452	0.7%	12,795	0.7%

05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000041

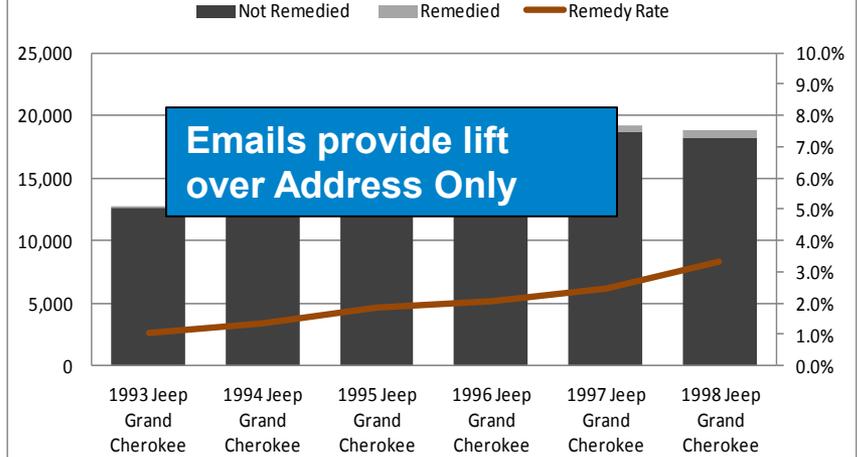


N45: Phone numbers drive Remedy Rate higher while emails help optimize cost per remedy

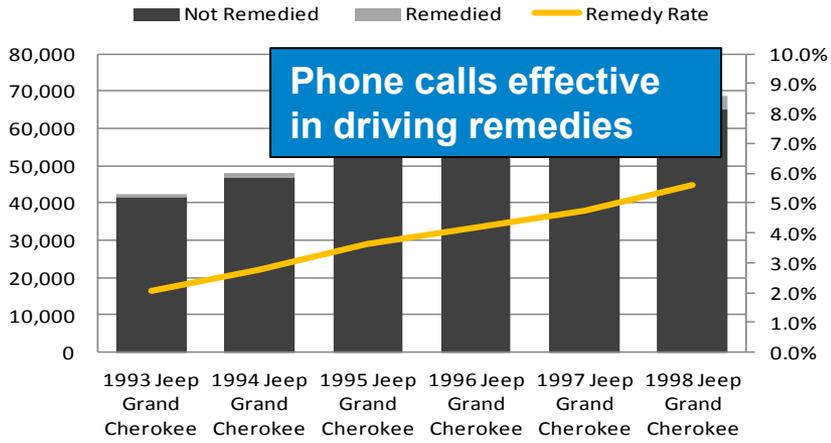
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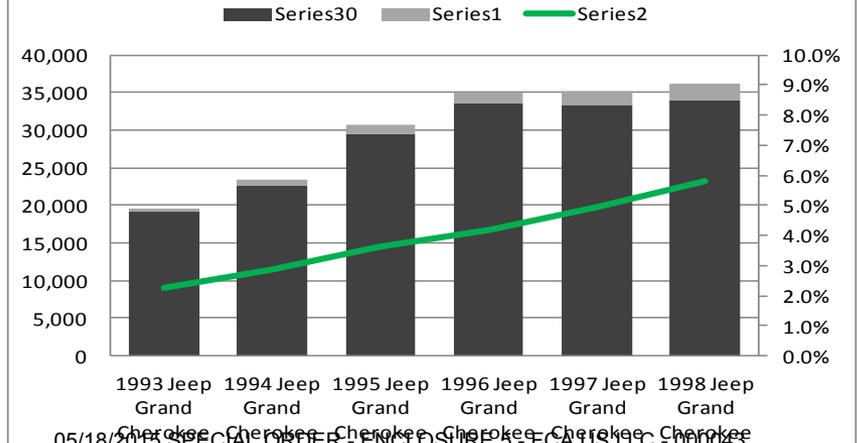
E-mail & Address Only



Phone & Address Only

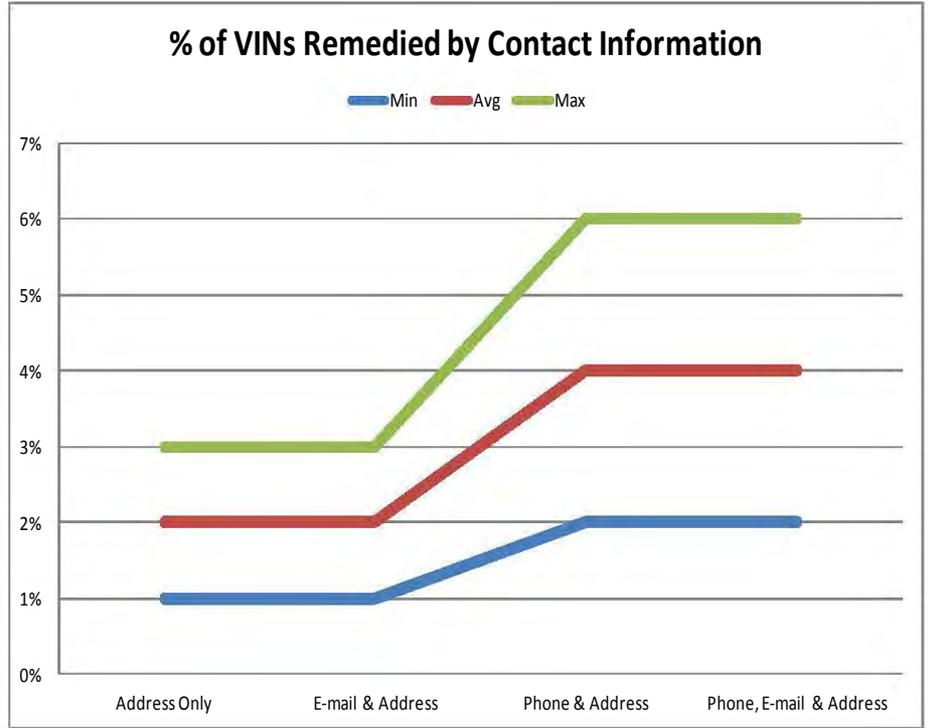
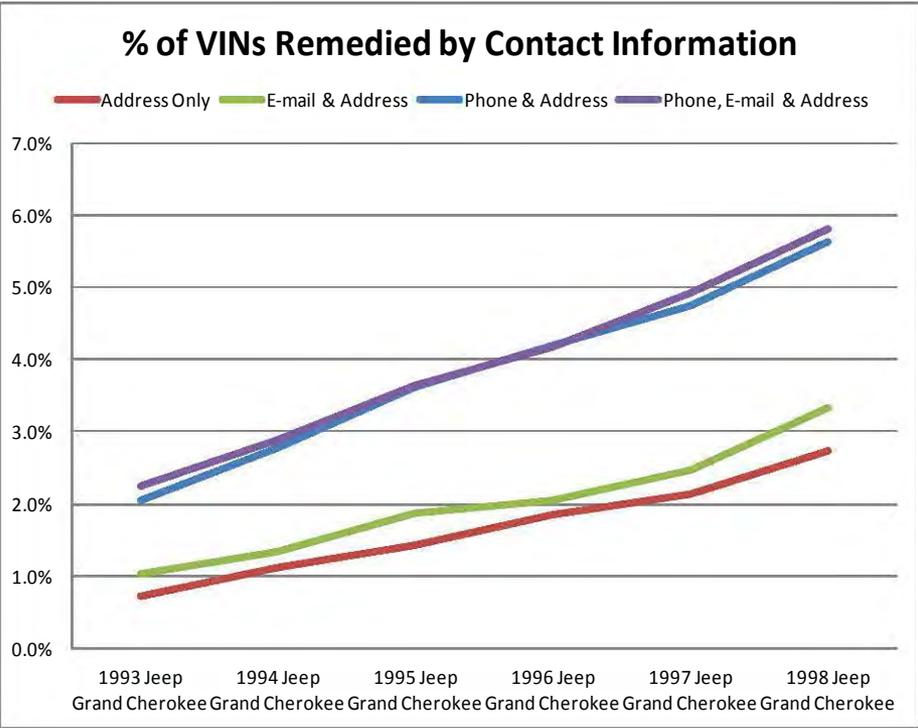


Address, Phone & E-mail

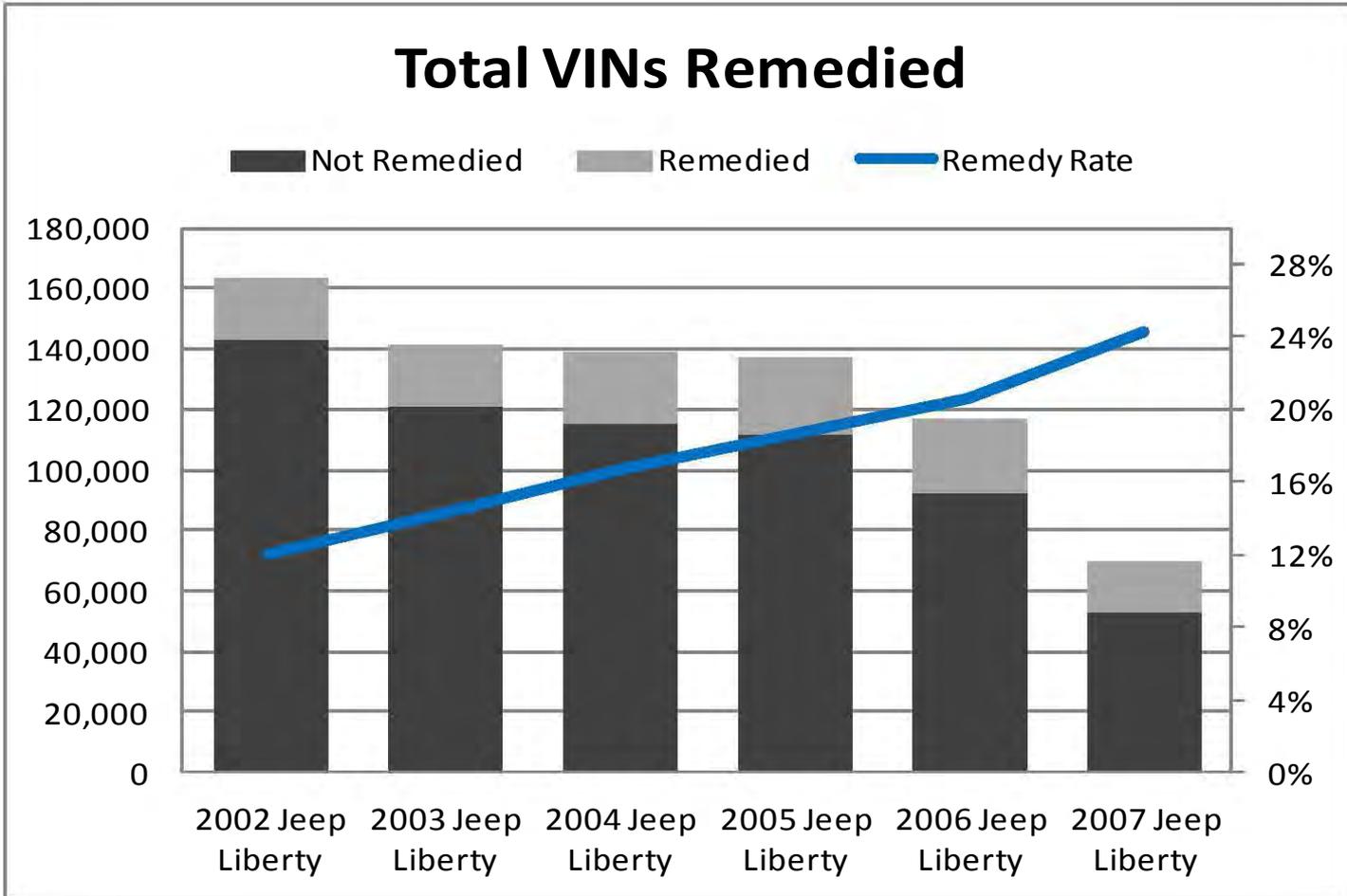


05/18/2015 SPECIAL ORDER - ENCLOSURE 3 - FCA US LLC - 000045

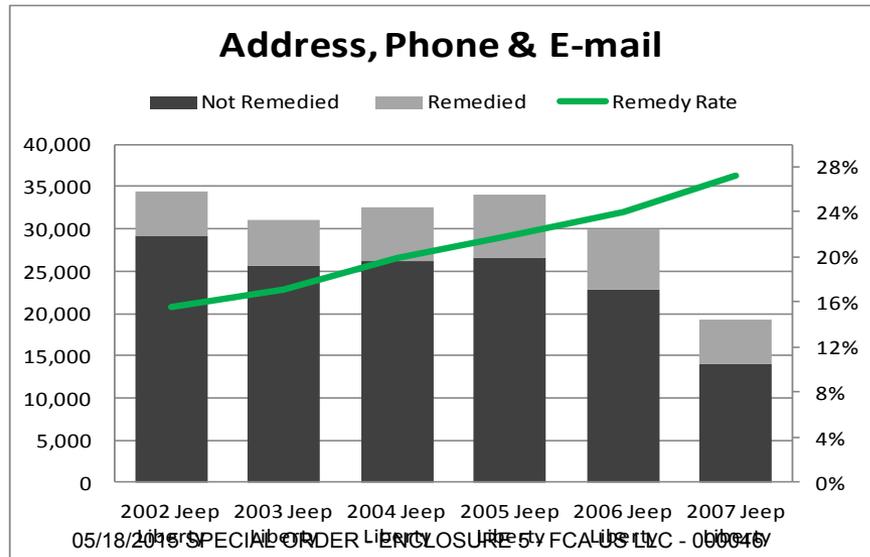
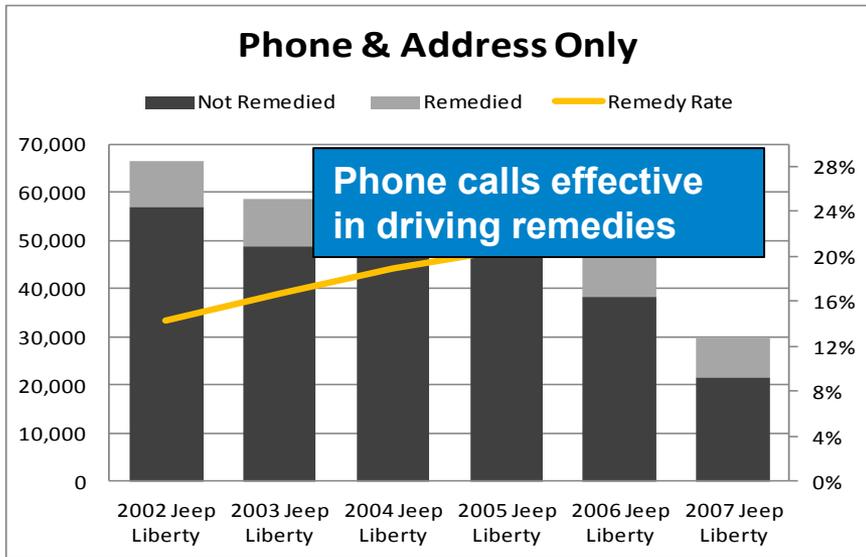
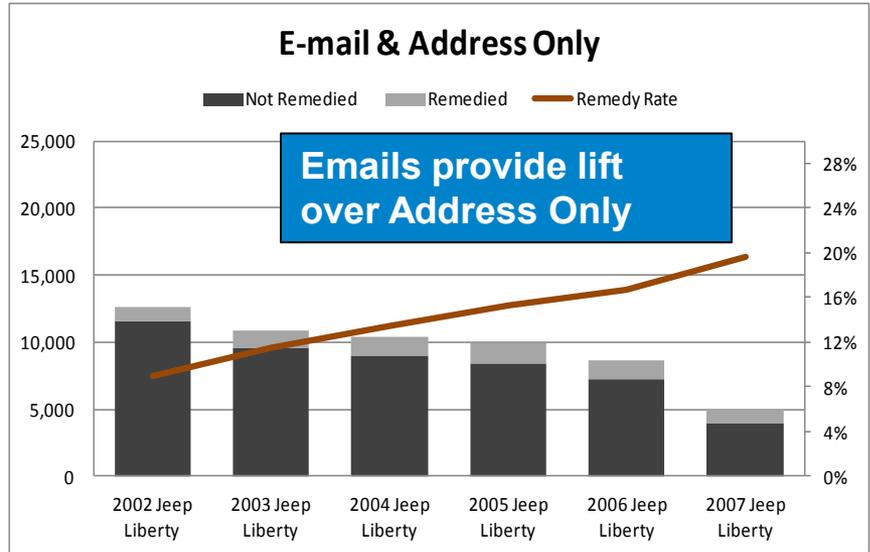
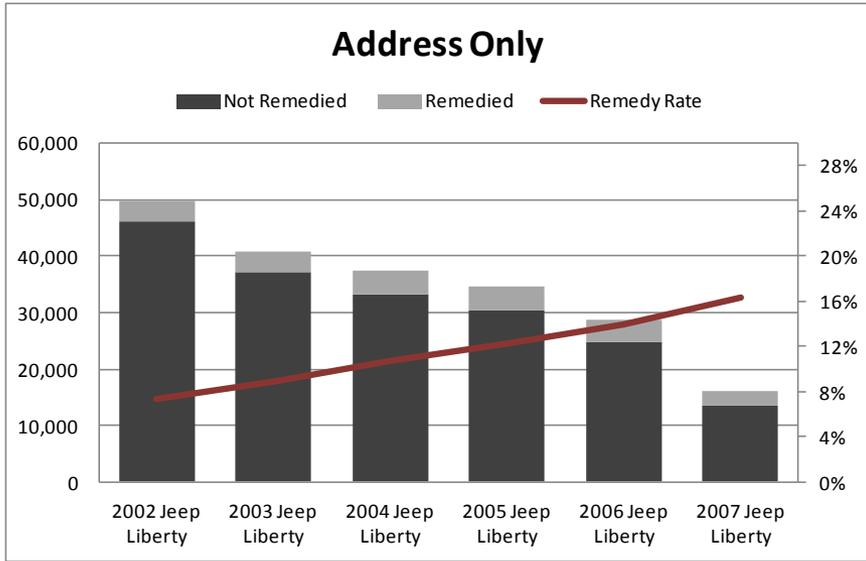
N45 Remedy Rate results by Contact Method consistent across Vehicle YMM



Phone calls provide the highest remedy rate across all YMMs.

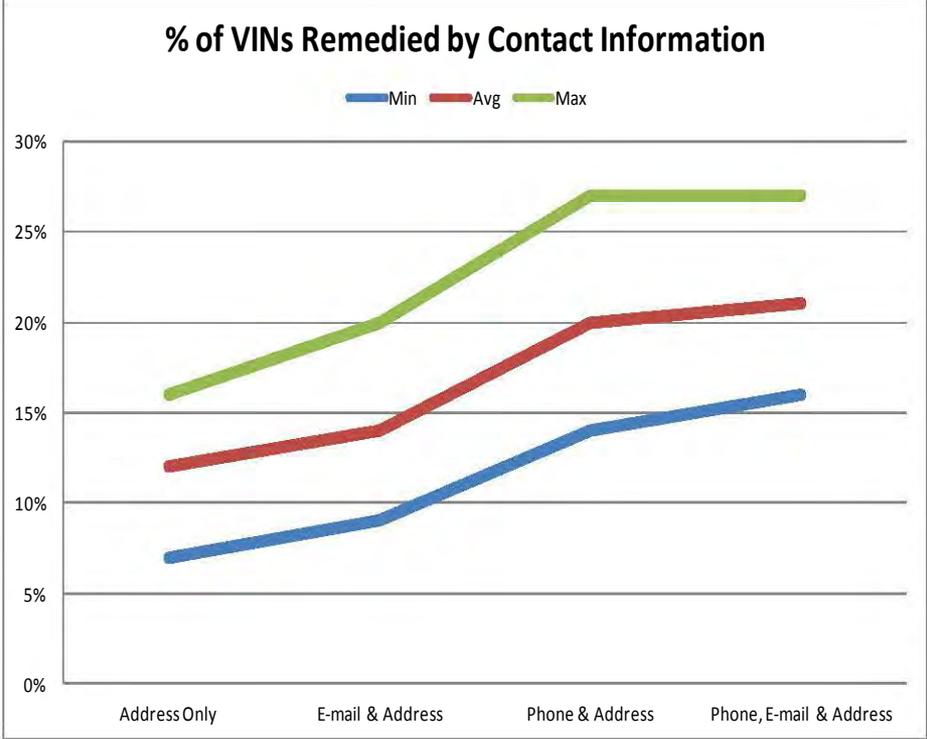
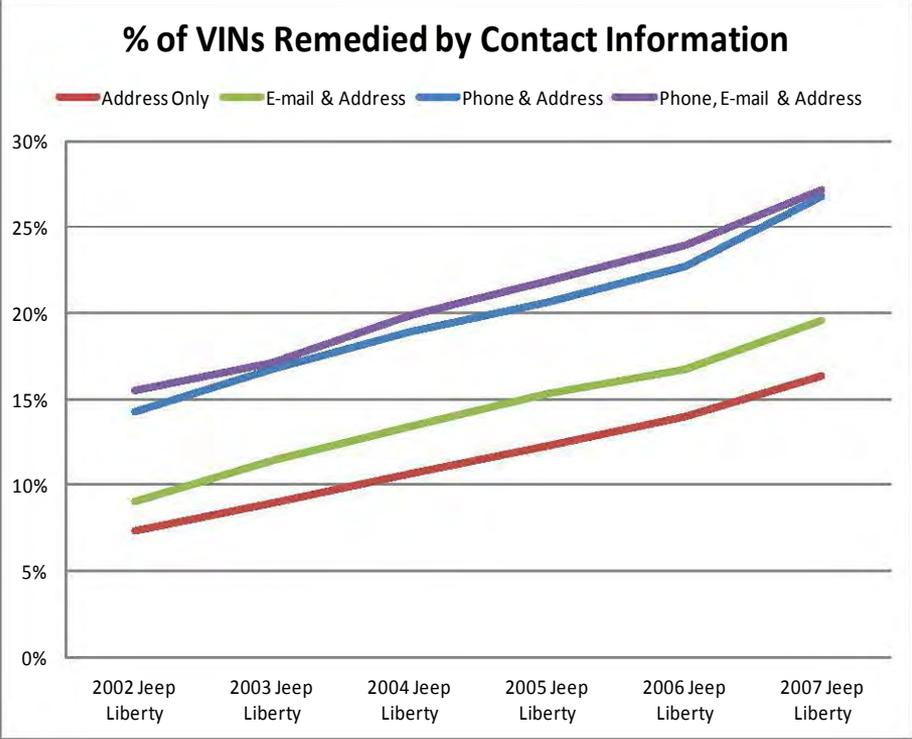


N46: Phone numbers drive Remedy Rate higher while emails help optimize cost per remedy



05/18/2016 SPECIAL ORDER ENCLOSURE 5 FCA US LLC - 000046

N46 Remedy Rate results by Contact Method consistent across Vehicle YMM



Phone calls provide the highest remedy rate across all YMMs.



FIAT CHRYSLER AUTOMOBILES

Jeep Structural Reinforcement Completion Rate Initiative

5/21/2015

NAFTA
REGION



Agenda

- Introductions
- Current Completion Status and Trend
 - NHTSA vs. Active Denominators, Versus GM Benchmark
- Outreach Activity - Completed / Ongoing
 - ISG Website Support Approach
 - ISG Outreach Process
 - Dealer Activity
 - Customer Care
 - Service Marketing Recall Reminders
 - Website, Mobile Application & Social Media Enhancements
 - Targeted Digital Owner Communications / Events / Demographics
- Outreach Activity - Planned
 - Customer Incentive Plan
 - Dealer Incentive Plan
 - Recall Auction & Salvage Actions
 - Measurement
- Wrap Up & Next Steps
- Questions



FIAT CHRYSLER AUTOMOBILES

Current Completion Status and Trend

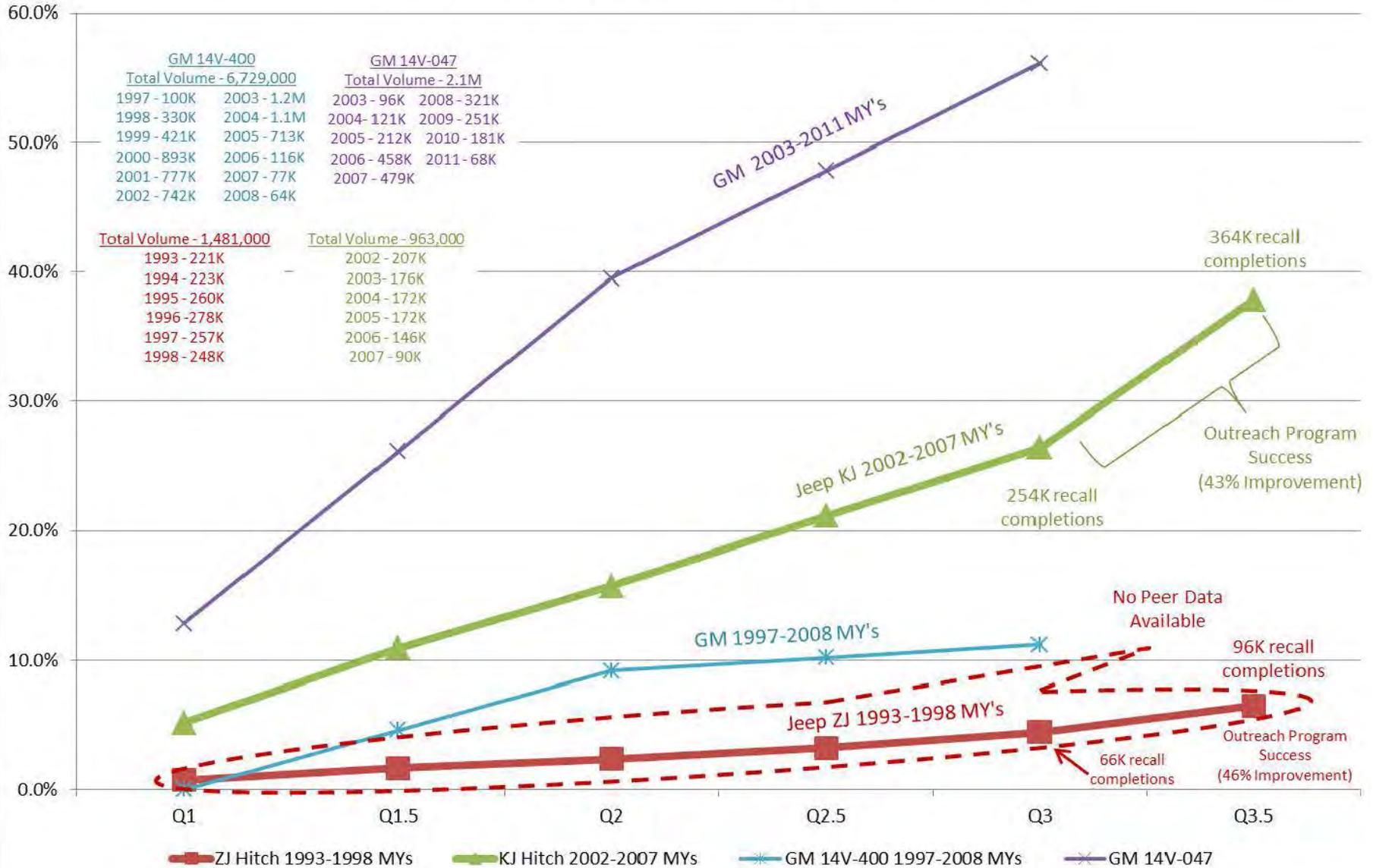
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05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000050

Current Completion Status and Trend

NHTSA Quarterly Recall Comparison (Jeep Hitch Campaigns vs. GM Ignition Switch)



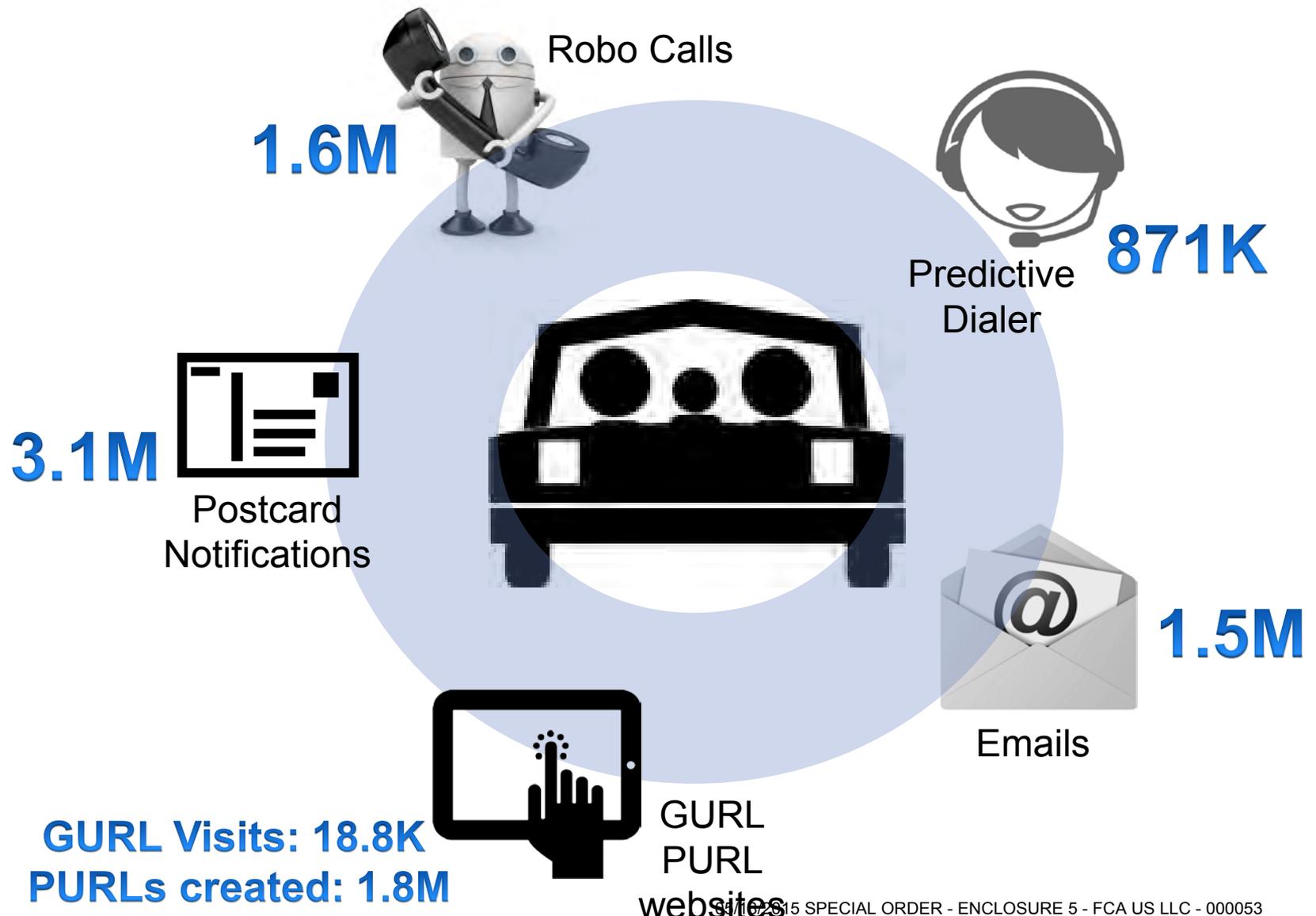


FIAT CHRYSLER AUTOMOBILES

Outreach Activity - Completed / Ongoing

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REGION





Jeep Grand Cherokee (13V-252 - N45) – Details

Total Vehicle Population

1,493,177



Total VINs with Contact Info

1,051,651



Consumer Info Found: 411K - Address Only
103K - Email Only
357K - Phone Only
180K - Email & Phone



Less 3% of VIN Population:

Unknown Owners: -6K / Scrapped Vehicles: -25K / Owners Unwilling: -2K

Contact Attempts:

3,896,212

1,805K - Mailings

866K - Robo Calls

866K - Emails Sent

372K - Predictive Dialer



Results:

3.7 Contacts/VIN

5.9 Repair %

62K Total Repairs

Jeep Liberty (13V-252 - N46) – Details

Total Vehicle Population

973,875



Total VINs with Contact Info

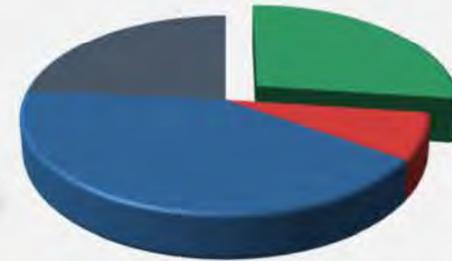
767,521



Consumer Info Found: 206K - Address Only
58K - Email Only
321K - Phone Only
181K - Email & Phone

Less 2% of the VIN Population:

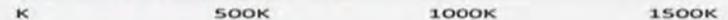
Unknown Owner: 4K / Scrapped: 9K / Unwilling: 1K



Contact Attempts:

3,050,730

1,265K - Mailings
686K - Robo Calls
601K - Emails Sent
499K - Predictive Dialer



Results:

4.0 Contacts/VIN **26.9** Repair % **200K** Total Repairs

05/18/2015 SPECIAL ORDER ENCLOSURE 5 - FCA/US LLC - 100053

FCA Executive Management Involvement

Daily Report

N45			
US Total	Counts	%	As of
Total Population	1,193,177		
Active Vehicle Count	746,558		
Total Customer Mailings	1,305,307	Complete	9/27/14
Total Recall Claims Processed	97,544	13.1%	5/18/15
Inspect and Installed	56,802	58.2%	
Inspection Performed Only	38,635	39.6%	
Level 5 Corrosion / Collision Damage	2,107	2.2%	
Total Part Availability	197,499	26.5%	5/18/15
Total Number of Pieces Shipped	88,924	45.0%	
Stock on hand at PDC	94,063	47.6%	
Stock on hand in Dealerships	31,415	15.9%	
MRA	8	0.0%	
CAC Contacts	24,356	1.9%	5/17/15
Outreach Attempts	3,896,212	298.5%	5/10/15
Customer Dialogs	42,017	3.2%	5/10/15
STAR Contacts	298		5/10/15

N46			
US Total	Counts	%	As of
Total Population	973,875		
Active Vehicle Count	852,110		
Total Customer Mailings	971,226	Complete	9/27/14
Total Recall Claims Processed	367,745	43.2%	5/18/15
Inspect and Installed	270,550	73.6%	
Inspection Performed Only	95,563	26.0%	
Level 5 Corrosion / Collision Damage	1,632	0.4%	
Total Part Availability	499,401	58.6%	5/18/15
Total Number of Pieces Shipped	289,716	58.0%	
Stock on hand at PDC	194,087	38.9%	
Stock on hand in Dealerships	28,811	5.8%	
MRA	4	0.0%	
CAC Contacts	23,783	2.4%	5/17/15
Outreach Attempts	3,050,730	314.1%	5/10/15
Customer Dialogs	61,307	6.3%	5/10/15
STAR Contacts	716		5/10/15

SENIOR MANAGEMENT REVIEW MEETING EVERY 2 WEEKS

Program Mission

- To provide as many avenues and oppurtunities to reduce customer effort to get vehicle into stores for recall completion.



Customer Mailers & Incentives



Free Car Washes



Dedicated Service Advisors



Dedicated Recall Coordinators



**Extend Evening Hours
Add Overnight Shifts
Add Saturdays/Sundays**



Customer Parties



Outreach Programs



**Dedicated Recall Techs
Mobile Techs & VO-Techs
Cross skill Techs**



Used Dealer Search



Business Card Drop

CHRYSLER

PRESIDENTS' DAY

EVENT

GET GREAT DEALS DURING THE PRESIDENTS DAY EVENT

DODGE // CHRYSLER Jeep RAM

SAVE OVER \$1,200

ALL NEW!

2015 CHRYSLER 200C \$36,295
 4 Door Sedan, AWD, 3.6L, V6, 9 Spd Automatic, Full Power, Lthr, Nav., Loaded! ~~-\$1,295~~
\$35,000
 + Tax & Title.

Do You Own A DODGE - CHRYSLER - JEEP - RAM?
Does It Have An Open Recall?
Call "Recall Rose" Today! 607-746-2181
 Have the last 8 characters of the VIN # **Schedule It Today!**

Service Excellence Since 1936

Delhi Motor Company, Inc.

NYS RT. 10 & RT. 28, DOWNTOWN DELHI
 607-746-2181 • M-F 8 AM-5 PM • SAT 8 AM-NOON
 www.delhimotorco.com • delhimotors@delhital.net

Not responsible for Typographical errors. Prices may include rebate to dealer.

Dear Customer

May 15, 2015

Deery of Iowa City would like to offer you a FREE Oil change with filter, a FREE comprehensive inspection and to finish off the deal, a FREE automatic car wash and quick vacuuming to get rid of some of the winter dirt!

Yes there is a catch! We have been notified that your vehicle is involved in 1 or more SAFETY recalls that need to be done as soon as possible! The manufacturer has had some parts delays but I'm glad to inform you that parts are now available for most all recalls and we are willing to perform these services at no charge to you PLUS the bonus of a Free service and detail.

Time is of the essence and this offer will expire quickly! Please call me so I can schedule your appointment!

Sincerely,

Sandra Whaley
 swhaley@deerybrotherscdjr.com

Customer relations

Deery of Iowa City

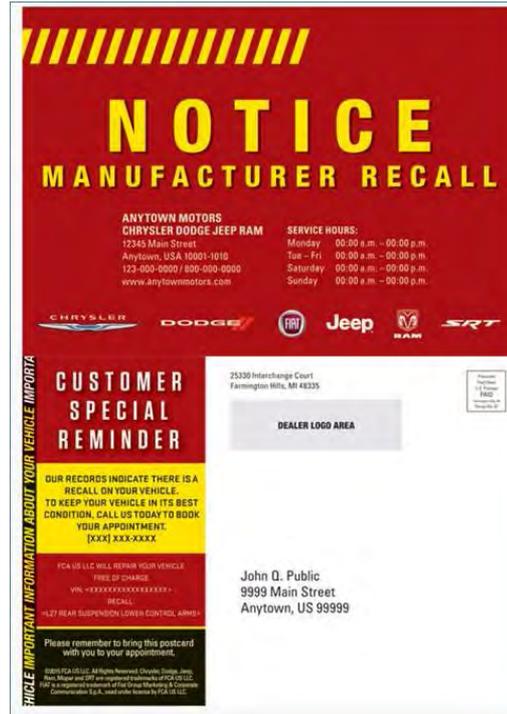
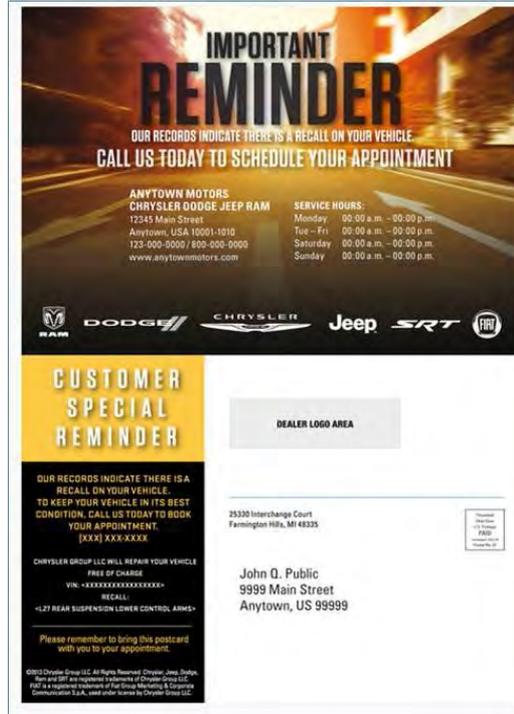
319-887-9000



- Inform customer of all open recalls on their vehicle/vehicles.
- Provide dealer scheduling service if parts are available
- If Parts are unavailable:
 1. Provide additional notification in addition to required notification
 2. Notify customer when parts are available and schedule appointment with dealer
- Engage the Business Center for resolution in cases in which the customer is unable to get an appointment for repairs.
- Provide alternate transportation as required
- Maintain public knowledgebase of recall information
- Implemented self-service line with recall information
- Update Customer information to ensure accuracy of information

05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000059

- Service Reminders regarding any vehicle with an open recall
- Must be a marketable address
- FCA developed and promoted
- Dealer-funded



**Dealers
Participating
CY 2014 - 1,017
YTD 2015 - 295**

**Annual Recall
Reminder
Volumes**

**CY 2014 - 815,458
YTD 2015 - 256,051**

* Note: Data through March 2015

Links from Jeep to FCA Recall Site

Jeep

VEHICLES

SHOPPING TOOLS

CAPABILITY

JEEP LIFE

OWNERS

Español

Q

FIND A DEALER

BUILD & PRICE

About Your Vehicle

- Owners Site/Uconnect® Access Login
- Owners and Service Manuals
- Find your Uconnect® System
- Towing Assistance

Service and more

- Warranty
- Mopar® Vehicle Protection
- Recall Information**
- Service Coupons
- Shop Parts & Accessories
- Jeep® MasterCard™

Patriot

Wrangler

Cherokee

Renegade

Grand Cherokee

Wrangler Unlimited

Compass

Be sure to follow all instructions in Owner's Manual for removal of top, doors and lowering of windshield. Always drive within your ability and experience level and consistent with conditions.

THE ALL-NEW
JEEP RENEGADE

HOW MUCH IS
IT WORTH?

Get your
vehicle's trade
in value



NOW GET A \$1,500
TOTAL CASH ALLOWANCE*

ON 2015
JEEP
CHEROKEE
SPORT,
LATITUDE
AND LIMITED.



DRIVE
AND DISCOVER
Jeep
DISCOVER GREAT
DEALS NOW.

SHOPPING TOOLS

FIND A DEALER



COMMERCIALS

NEW INVENTORY

VEHICLES

- Compass
- Cherokee
- Grand Cherokee
- Grand Cherokee SRT™
- Patriot
- Renegade
- Wrangler
- Wrangler Unlimited

SPECIALTY MODELS

- Compass Altitude
- Compass High Altitude

RESEARCH

- Build & Price a Vehicle
- Compare Models
- Grand Cherokee Comparison
- Cherokee Compare
- Renegade Compare
- Competitive Compare
- Get a Brochure
- Sign Up For Updates

LOCATE

- Search New Inventory
- Find A Dealer
- Schedule a Test Drive

CAPABILITY

- Trial Rated®
- 4WD Systems
- Towing
- Fuel Efficiency
- Find Fuel
- Off-Road Guide
- FAQ and Glossary

JEEP® BRAND ENTHUSIASTS

- Jeep® History
- Jeep® Badge of Honor
- Jeep® Blog
- Jeep® Merchandise
- Commercials
- Download Mobile Apps

SRT

- Grand Cherokee SRT®
- SRT® Track Experience

ABOUT YOUR VEHICLE

- Owners Site/Uconnect® Access Login
- Owners and Service Manuals
- Find your Uconnect® System
- Towing Assistance

SERVICE & MORE

- Warranty
- Mopar® Vehicle Protection
- Recall Information
- Service Coupons
- Shop Parts & Accessories

05/18/2015 10:00 AM ORDER CONFIRMATION - FCA US LLC - 000061

5/21/2015

14

FOLLOW US

Continued Website Enhancements

January 5

May 18

Timing & Next Steps





■ Listen to the voice of the customer online in forums/blogs discussing N45/N46

Efforts ongoing since 1/2015

■ Understand customer volumes and themes around:

- Possible customer barriers we need to help them to overcome:
 - ▲ Dealer challenges
 - ▲ Misconceptions/Confusion

Analysis 5/14 – 5/31



■ Support customer needs with new website content based on themes

TBD on Listening Analysis



■ Engage with customers to help them navigate challenges and correct misperceptions/eliminate confusion

Ongoing

Original Post

 **Mopar** ✓
December 18, 2014 · 🌐

Your Jeep Grand Cherokee may have a safety recall. Click here for more information.



Attention Jeep Owners

The official Chrysler, Dodge, Jeep and Ram owners site provides information on owners manual, accessories catalog, parts, recalls, payment and dealers location for maintenance, service and repair of the chrysler group vehicles

[HTTPS://WWW.MOPAROWNERCONNECT.COM/](https://www.moparownerconnect.com/)

Like · Comment · Share

👍 Christina Ferguson, Payton Redmon, Andrew Cooper and 588 others like this. Most Relevant ▾

Comments/Customer Engagement

 **Clinton Laurin** Thanks for the update. Our '96 is a solid one owner Jeep that would be tough to let go of. I have received one recall notice.



👍 1 · December 19, 2014 at 11:06pm
↩ 1 Reply

 **Michael Thcerbla** Oooo, I just got my recall notice in the mail too!
👍 1 · December 19, 2014 at 9:45pm

 **Mopar** ✓ Parts are definitely available for this recall in our parts distribution centers. Please call your dealer back, have them order the part from us and schedule the time to get it installed!
👍 6 · December 20, 2014 at 6:46am

- Exploring expanded list of sites with data sharing agreements to target owners
- Identifying opportunities based on demographic targeting
- Additional placements as necessary to promote incentive

- Identify demographic subsets to target outreach efforts

Current Owners*

N45 (Jeep Grand Cherokee)

- Likely to be:
 - Younger than 45
 - HHLID income < \$50K
 - Single
 - Renter
 - Children likely

N46 (Jeep Liberty)

- Likely to be:
 - Younger than 45
 - HHLID income < \$50K
 - Single
 - Renter
 - Children likely

Buyers/1st Owners**

- Likely to be:
 - Mean Age 49
 - Mean Income \$152K
 - 70% College Grad (15% Post Graduate)
 - Homeowner
 - Children in HHLID

- Likely to be:
 - Mean Age 50
 - Mean Income \$106K
 - 53% College Grad (14% Post Graduate)
 - Homeowner
 - Children in HHLID

* 2015 Experian Custom Demographic Study

** 2014 NVES

- Top 10 Mosaic Clusters further our understanding of the customers

N45 (Grand Cherokee)

1. O54: Striving Single Scene
2. R67: Hope for Tomorrow
3. P60: Striving Forward
4. O52: Urban Ambition
5. P61 Humble Beginnings
6. P59: Nuevo Horizons
7. O55: Family Troopers
8. R66: Dare to Dream
9. G25: Urban Edge
10. P57: Meager Metro Means

N46 (Liberty)

1. P60: Striving Forward
2. P61: Humble Beginnings
3. R67: Hope for Tomorrow
4. O52: Urban Ambition
5. P59: Nuevo Horizons
6. O54: Striving Single Scene
7. O55: Family Troopers
8. I33: Hispanic Harmony
9. R66: Dare to Dream
10. P58: Fragile Families

Segmentation Next Steps

- Map Mosaic Segmentation clusters to identify geo-targeting opportunities
- Further develop segmentation to create better target audiences, such as ethnicity, media consumption
- Leverage segmentation to target efforts around promoting additional incentive



FIAT CHRYSLER AUTOMOBILES

Outreach Activity - Planned

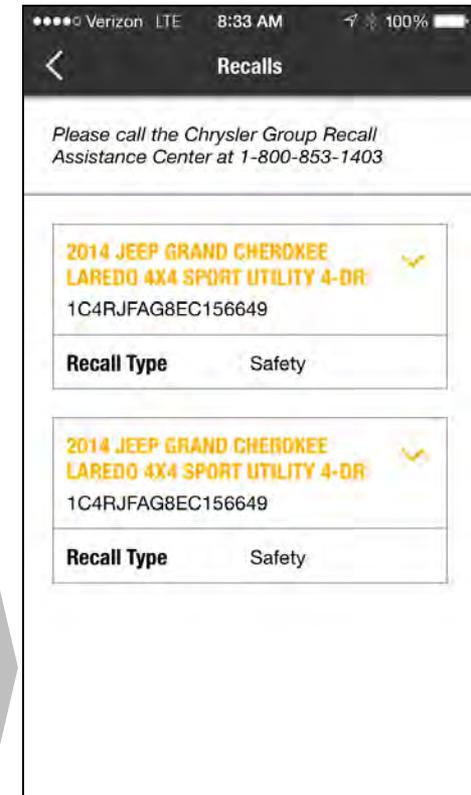
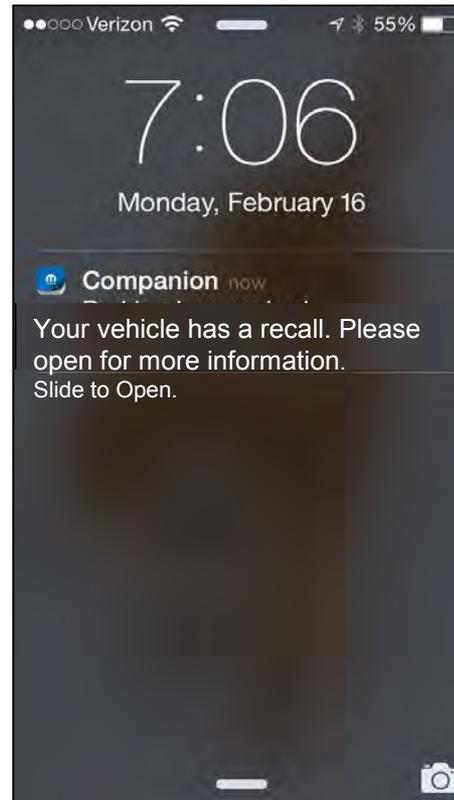
NAFTA
REGION



05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000067

New Recall Feature in Owner Apps

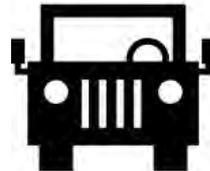
- Integrating Recall Push Notifications into all 6 Owner Apps
- Monthly reminder to all users with open recalls
- Live in July



Customer Incentive 6 - Week Pilot

	GRAND CHEROKEE (N45)	LIBERTY (N46)
Total Population	1,493,177	973,875
Active Vehicle Count	746,558	852,140
Customer Mailings	1,305,307	971,226
Completed Recalls	95,400 (12.8%)*	360,920 (42.4%)*

TRADE IN



BONUS CASH

TBD

-- OR --



PROGRAM RULES

- Trade In with a Clean Title
- Proof of recall completion or vehicle scrap

* As of 5/11/2015

Service Advisor Incentive – 6 Week Pilot

Mopar Service Excellence Reward

Program Mission

- Leverage our existing program to raise awareness among dealership service personnel of recall Jeep Grand Cherokee/Liberty which will increase completion rates.

How it Works?

- Create a TBD incentive to the Service Advisor per completed Jeep Grand Cherokee/Liberty recall.
 - Service advisors earn a TBD incentive for every completed Jeep Grand Cherokee/Liberty recall they schedule.
 - Provides incentives for them to reach out to customers and prioritize scheduling.

Expected Outcome

- Increased Jeep Grand Cherokee/Liberty completion rates.
- Heightened awareness of open recalls on the service drive.
- Service Advisors actively working on customer lists for recall awareness.



Jeep

- Capture Jeep Jamboree USA participant registration information to identify vehicles in recall population attending Jeep events
- Participate in event and schedule dealer recall service appointment
- Program defined July 2015



05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000071

Jeep Jamboree USA Registration Data

Driver Info

First Name*

Last Name*

Age*

Cell Phone*

Alternate phone

of Prev. Events*

Billing Address*

City*

State*

Zip*

Country*

Email*

Vehicle Info

Vehicle Model*

Vehicle Year*

Tire Size*

Lift on Jeep*

Jeep

- Capitalize on Jeep sponsorship of World Surf League Pro Am by reaching recall customers
- Participate in event and schedule dealer recall service appointment
- July 28th – August 7th



Salvaged Vehicles

- The following 1993 – 1998 Grand Cherokee's, (ZJ) and 2002 – 2007 Liberty's, (KJ) have been identified in U. S. salvage yards:
 - ~62,600 ZJ
 - ~28,500 KJ
- Developing a process to facilitate the permanent removal of identified vehicles from the recall population.
- Rollout July 2015.



Auction Opportunity

- The following 1993 – 1998 Grand Cherokee's, (ZJ) and 2002 – 2007 Liberty's, (KJ) went through the two main auction activities of FCA US LLC between 8/1/2014 and 4/30/2015:
 - ~10,000 ZJ
 - ~18,500 KJ
- Developing a process to facilitate completion of open recalls or purchase and disposal of identified vehicles as appropriate.
- Rollout July 2015.



FIAT CHRYSLER AUTOMOBILES

Wrap Up & Next Steps

NAFTA
REGION



05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000076

- FCA US LLC Internal Actions
 - Daily status update of completion rates
 - Bi-weekly review of completion rates with senior management

- Update with NHTSA in July on progress of existing and new initiatives
- Update with NHTSA in late August on progress of new initiatives
- Communicate to NHTSA finalized incentives programs



FIAT CHRYSLER AUTOMOBILES

Questions?

NAFTA
REGION



05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FOCUS LLC - 000078

Backup

N45/N46 – Raw Data

CHRYSLER SAFETY IMPROVEMENT CAMPAIGN OUTREACH STATUS

Cumulative thru: 5/10/2015
Prior Report: 5/4/2015

Scrap Stolen Exploited Unwilling to Participate

Recall Campaign	YMM	# VINs Received	Contacts w/ Address Only	Contacts w/ Email	Contacts w/ Phone	Contacts w/ Email & Phone	# VINs Owner Unk	# VINs SSE	# VINs UTP	# Net VINs Avail for Repair	# Robo Calls Made	# Inbound Calls Made	# Predictive Dialer Calls	# Emails Sent	# Postcards Mailed	# Total Communications	# Communications per VIN	# Repairs	% Repaired	# Repairs	Chg from Prior Wk	% Chg from Prior Wk	
N45	1993 Jeep Grand Cherokee	135,768	60,887	12,759	42,451	19,671	942	3,683	269	130,874	102,103	--	44,380	99,839	239,263	485,585	3.58	3,777	2.8%	3,644	133	3.6%	
N45	1994 Jeep Grand Cherokee	148,202	62,052	14,548	48,228	23,374	937	3,977	266	143,022	116,773	--	50,990	116,271	257,979	541,613	3.65	5,797	3.9%	5,532	265	4.8%	
N45	1995 Jeep Grand Cherokee	183,847	72,948	18,052	62,138	30,709	1,036	4,577	296	177,938	150,291	--	65,119	148,002	316,632	680,044	3.70	9,582	5.2%	9,162	420	4.6%	
N45	1998 Jeep Grand Cherokee	198,446	75,454	19,429	68,530	35,033	1,089	4,357	311	192,689	166,748	--	71,174	164,070	339,485	741,477	3.74	12,262	6.2%	11,735	527	4.5%	
N45	1997 Jeep Grand Cherokee	192,895	71,343	19,156	67,243	35,153	991	4,176	290	187,438	163,547	--	69,968	162,365	327,049	722,929	3.75	13,826	7.2%	13,251	575	4.3%	
N45	1998 Jeep Grand Cherokee	192,493	68,713	18,826	68,858	36,096	859	3,841	306	187,487	166,754	--	70,734	162,058	325,018	724,564	3.76	16,574	8.6%	15,857	717	4.5%	
Total		1,051,651	411,397	102,770	357,448	180,036	5,854	24,611	1,738	1,019,448	866,216	--	371,965	852,605	1,805,426	3,896,212	3.70	61,818	5.9%	59,181	2,637	4.5%	
% VINs		100.0%	39.1%	9.8%	34.0%	17.1%					161.2%		69.2%	301.5%	171.7%								
% Contacts																							

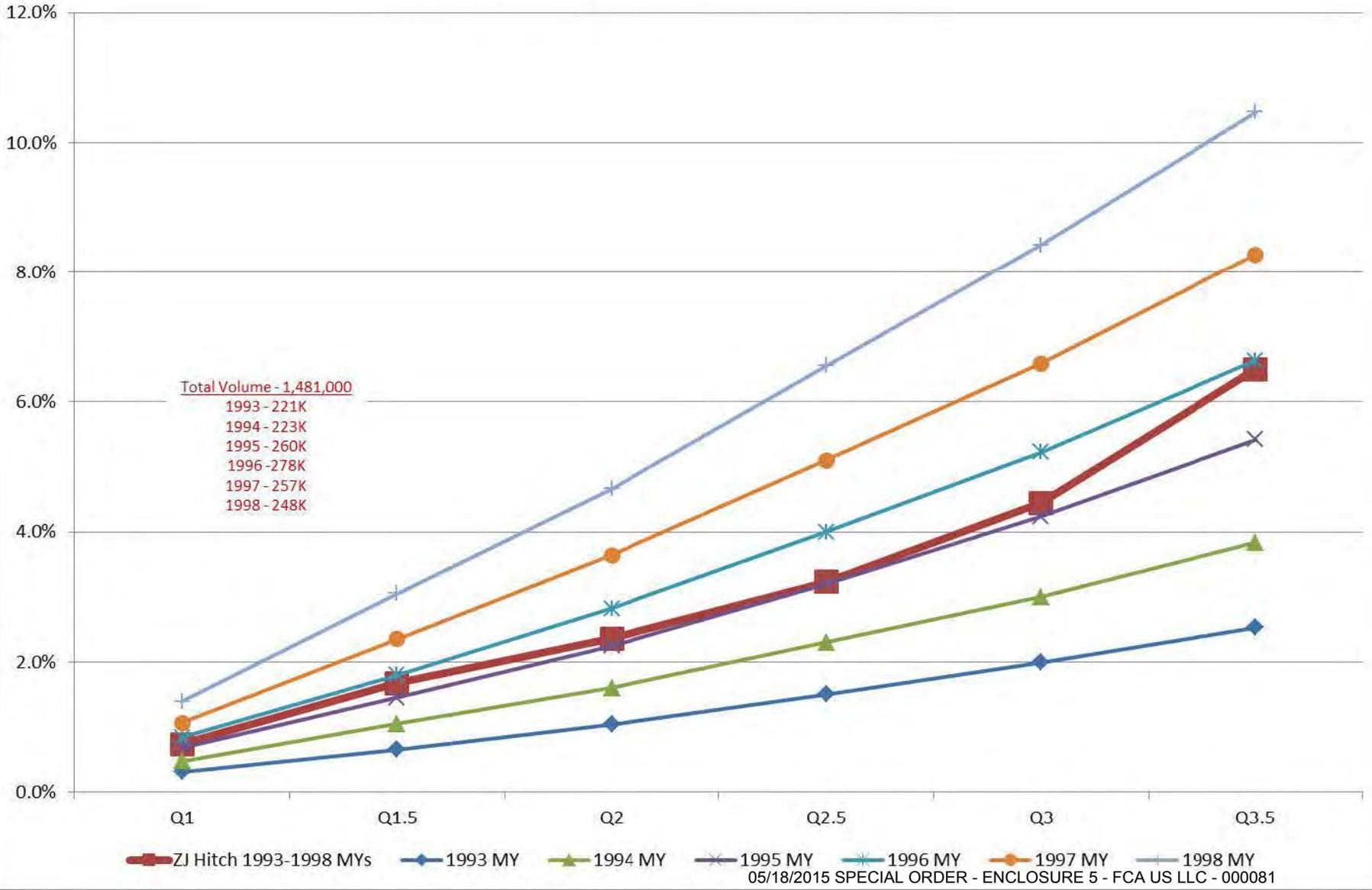
Recall Campaign	YMM	# VINs Received	Contacts w/ Address Only	Contacts w/ Email	Contacts w/ Phone	Contacts w/ Email & Phone	# VINs Owner Unk	# VINs SSE	# VINs UTP	# Net VINs Avail for Repair	# Robo Calls Made	# Inbound Calls Made	# Predictive Dialer Calls	# Emails Sent	# Postcards Mailed	# Total Communications	# Communications per VIN	# Repairs	% Repaired	# Repairs	Chg from Prior Wk	% Chg from Prior Wk	
N46	2002 Jeep Liberty	163,225	49,763	12,666	66,354	34,442	1,101	2,699	182	159,243	144,238	--	106,268	126,075	283,670	660,251	4.05	32,301	19.8%	31,223	1,078	3.5%	
N46	2003 Jeep Liberty	141,453	40,951	10,834	58,693	30,975	700	2,058	162	138,533	125,872	--	92,611	109,552	240,576	568,611	4.02	32,832	23.2%	31,701	1,131	3.6%	
N46	2004 Jeep Liberty	138,459	37,358	10,364	58,150	32,587	657	1,777	134	135,891	124,127	--	90,011	107,960	228,125	550,223	3.97	36,946	26.7%	35,645	1,301	3.6%	
N46	2005 Jeep Liberty	137,569	34,596	9,957	58,988	34,028	620	1,630	103	135,159	125,283	--	90,829	108,207	221,642	545,961	3.97	40,501	29.4%	39,113	1,388	3.5%	
N46	2006 Jeep Liberty	116,800	28,738	8,652	49,416	29,994	457	811	160	115,424	104,323	--	75,250	93,290	184,751	457,614	3.92	38,215	32.7%	36,898	1,317	3.6%	
N46	2007 Jeep Liberty	70,015	16,103	4,993	29,620	19,299	227	397	88	69,303	61,726	--	44,396	55,586	106,362	268,070	3.83	25,871	37.0%	25,055	816	3.3%	
Total		767,521	207,509	57,466	321,221	181,325	3,762	9,372	834	753,553	685,569	--	499,365	600,670	1,265,126	3,050,730	3.97	206,666	26.9%	199,635	7,031	3.5%	
% VINs		73.0%	27.0%	7.5%	41.9%	23.6%					136.4%		99.4%	251.5%	164.8%								
% Contacts																							

Data Prep & Analysis							Total VINs Not Available for Repair				Outreach Activity						Total Repairs		Change from Prior Week				
Recall Campaign	YMM	# Total VINs Received	Contacts w/ Address Only	Contacts w/ Email	Contacts w/ Phone	Contacts w/ Email & Phone	# VINs Owner Unk	# VINs SSE	# VINs UTP	# Net VINs Avail for Repair	# Robo Calls Made	# Inbound Calls Made	# Predictive Dialer Calls	# Emails Sent	# Postcards Mailed	# Total Commun	# Commun per VIN	# Repairs	% Repaired	# Repairs	Chg from Prior Wk	% Chg from Prior Wk	
N45 / N46		1,819,172	618,906	160,236	678,669	361,361	9,616	33,983	2,572	1,773,001	1,551,785	51,956	871,330	1,453,275	3,070,552	6,998,898	3.85	268,484	14.8%	258,816	9,668	3.7%	
% VINs		100.0%	34.0%	8.8%	37.3%	19.9%					149.2%		83.8%	278.6%	168.8%								
% Contacts																							

Customer Dialogues:	N45	N46	Totals	Prior Week	Change	% Change
Total Customer Phone Conversations	42,017	61,392	103,409	95,597	7,812	8.2%
Customers Who Own Vehicle but haven't had the Repair Completed	28,649	52,584	81,233	77,089	4,144	5.4%
Warm Transfers to Dealerships	12,041	23,333	35,374	33,858	1,516	4.5%
% Warm Transfers to Not Repaired and Still Own Vehicle	42%	44%	44%	43.9%	36.6%	-7.3%

Legend:	
MVO	Multiple Vehicle Owner
SSE	Scrapped, Stolen or Exported
UTP	Unwilling To Participate
NVAFR	Net Vehicles Available For Repair
Owner Unk	Owner is Unknown
Robo Calls	A broadcast message made to phone number dialed
Predictive Dialer Call	Technology calling a phone number and attempting to predict whether a live person or a voice mail answers

Recall Completion Rate by Model Year (Jeep Grand Cherokee Hitch Campaign)



Reporting As Of:

5/28/2015

N45			
US Total	Counts	%	As of
Total Population	1,493,177		
Active Vehicle Count	746,558		
Total Customer Mailings	1,305,307	Complete	9/27/14
Total Recall Claims Processed	99,976	13.4%	5/27/15
Inspect and Installed	58,177	58.2%	
Inspection Performed Only	39,647	39.7%	
Level 5 Corrosion / Collision Damage	2,152	2.2%	
Total Part Availability	197,499	26.5%	5/27/15
Total Number of Pieces Shipped	89,717	45.4%	
Stock on hand at PDC	93,960	47.6%	
Stock on hand in Dealerships	31,278	15.8%	
MRA	8	0.0%	
CAC Contacts	24,532	1.9%	5/26/15
Outreach Attempts	4,581,948	351.0%	5/25/15
Customer Dialogs	43,177	3.3%	5/25/15
STAR Contacts	299		5/27/15

Safety Recall/CSN Follow Up

	K16	%	% Complete	K13	%	% Complete	K17	%	% Complete	K03	%	% Complete
Recall Vehicle Population	279,084			287,685			225,127			4,219		
Total "open" VINs with Recall	139,542	50%		155,350	54%		60,784	27%		2,700	64%	
Phone #'s Received	76,474	55%		102,969	66%		43,244	71%		1,479	55%	
Valid Phone #'s	59,300	42%		93,400	60%		39,804	65%		1,377	51%	
Customers Contacted	14,489	24%	36%	32,588	35%	27%	16,261	41%	28%	553	40%	22%
Customers Left Message	18,591	31%	21%	1,558	2%	18%	1,460	4%	15%	21	2%	10%
Customers Not Contacted	26,220	44%	18%	59,254	63%	19%	22,083	55%	25%	803	58%	19%
Transferred to dealer	418	3%	55%	822	3%	40%	97	1%	62%	4	1%	100%
Currently working with dealer	501	3%	44%	709	2%	35%	322	2%	34%	4	1%	33%
In progress	1,519	10%	40%	2,186	7%	31%	22	0%	45%	0	0%	0%
Made appointment for customer	772	5%	35%	260	1%	32%	180	1%	28%	6	1%	33%
Provided Dealer Phone #	11,279	78%	34%	28,611	88%	26%	15640	96%	27%	539	97%	21%

Outbound Recall Programs

Recall	Description	Recall Launch Date	Outbound Launch Date	% Complete @ Outbound	Current % Complete	% Increase
K16	07' & 08' Sebring & Avenger Shifter	8/30/2010	5/1/2011	50%	65%	15%
K13	07' to 10' Wrangler Inner Fender	12/3/2010	5/17/2011	46%	67%	21%
K17	10' Ram Actuator	9/17/2010	7/14/2011	73%	84%	11%
K03	05' to 07' Dakota Module	12/24/2010	7/14/2011	36%	49%	13%
Average					15%	

Web Self Service 1.0

Web Self Service 1.0

January 12, 2003

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<<Double-click here to remove all instructions in this document>>

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1. Document History

1.1 Document Location

The source of the document will be found in [Document Path]

1.2 Revision History

Revision Number	Revision Date	Summary of Changes	Changes marked? (Y/N)

1.3 Distribution

This document has been distributed to:

Name	E-mail Address	Role

2. Initiate Project

2.1 Project Charter

The Project Charter describes the initiative, its purpose and business value contribution. It also identifies high level requirements, and project schedule. The purpose of this document is to provide a brief summary, from the sponsor's perspective, of what is expected of the project and of the context within which the project should be delivered.

2.1.1 Preface

Web Self Service Release 1.0 will provide Internet customers with the ability to enter their VIN into a web application that will display vehicle specific information on recalls. In addition, the Contact Us Routing page will be modified to accommodate the new Web self-service functionality.

2.1.2 Business need and environment

Presently, when a customer is seeking recall information regarding his vehicle, he has to call the Recall Call Center or DaimlerChrysler Customer Assistance Center and ask for this information. The problem with this include having to call during business hours, and then wait in a call queue for several minutes before connecting with an agent. The Web Self-Service Release 1.0 project seeks to remedy this situation by putting such information on the Internet where a customer can access it at his convenience.

The call volume regarding recall information handled by Convergys was 250,000 recall phone calls and letters 25,000 in 2002. \$3.8 million was paid to the vendor (Convergys) during the year 2002 to handle the recall calls. In addition, DCCAC handled close to 20,000 recall-related contacts.

By employing Web Self-Service Release 1.0 we anticipate a significant 20-25% reduction both in call volume and dollar amount per year. Estimate \$1M per year savings.

Future plans include adding owner and vehicle Information.

2.1.3 Project objectives

Our goal is to provide relevant VIN-related data to a customer. We must be able to provide recall information to a customer on a 24-hour basis.

2.1.4 Project Constraints

1. How do we authenticate/identify the customer?

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2. Is there a negative consequence to providing easy access to VIN-specific Recall information? Are there any legal or security-issues involved? Are there any government regulations/requirements for or against providing such information? What about owner privacy questions?
3. Request is to have 24/7 access. Need to determine maintenance windows and redundancy.

2.1.5 Solution Background

We could pull recall information from two potential sources, WebCAW(Corporate Call Center Application) or TechConnect/DealerConnect(Business to Dealer Application).

After the customer enters his VIN, and the web-page validates it, it would be passed off to one of these sources. The source would, in turn, pull the data and pass it back to the web-page where it would be displayed for the customer. If the customer was concerned about an incomplete recall, he'd click on that link. A new window would open up displaying the specific recall information contained in the PDF file.

2.1.6 Project Stakeholders

Name	Organization	Job Title	Responsibility and authority
Moore, William	Hamlin Road Customer Call Center	Director, Global Customer Relations	Sponsor for WCCS
Edghill, Pete	Hamlin Road Customer Call Center	Sr. Manager, National Customer Relations	Sponsor for WCCS
Stephenson, Timothy	Hamlin Road Customer Call Center	Technology Manager, National Customer Relations	Stakeholder for WCCS
Ramming, A. J.	Services	Senior Manager	Business owner of TechConnect

Infrastructure and Application Support

Name	Organization	Job Title	Responsibility and authority
Gillie, Michael	ITM	Manager of Service Systems	Ensure stakeholder and ITM deliverables
Lin, Louis	ITM	Project Manager	Project Manager
McAllister, John	ITM	Process Advisor	Process Advisor
TBD	TBD	Legal Advisor	Legal Advisor
Rauhut, Mark	WPO	Project Liaison	Project Liaison

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2.1.7 Assumptions

1. We are limiting vehicle information to only Recall information for Web Self -Service Release 1.0.
2. All the PDF files relating to recalls will be accessible to the customer.
3. Once a customer enters the last 8 of his VIN, all the relevant mainframe data for Recalls for that VIN will be displayed despite the time of day or night the customer is requesting data.
4. The web pages will be clear, easy to get to, and easy to understand from the customer's point of view.
5. This process will cross Business to Customer, Business to Dealer, and Business to Business boundaries.
6. Browser compatibility would be as specified in DaimlerChrysler B2C standards.
7. Web Self-Service Release 1.0 will leverage components developed for CAW (Customer Agent Workbench), DealerConnect, or TechAuthority.
8. Web Self-Service Release 1.0 will be available on the Internet.
9. Web Self-Service Release 1.0 will be deployed to the US Chrysler, Jeep and Dodge web sites.
10. Web Project Office will be responsible for migrating Web Self-Service Release 1.0 into the B2C production environment within a timeframe consistent with the project's schedule.
11. The Legal Department will be responsible for identifying sensitive data that should or should not be displayed to customer.
12. We anticipate that personal customer data will not be displayed.
13. Web Self-Service Release 1.0 will be delivered in the context of the Contact Us Routing web page.
14. Web Self-Service Release 1.0 will be defined and time-bound in accordance with the objective to complete within six months of project start date. The project start date is when the project is fully staffed.

2.1.8 References

For architecture standards, refer to the "B2C Site Standards" document.

2.2 Project Plan

Each project has a Project Plan. It defines the planned start and finish dates for, and the dependencies between, all the work units for which an organizational unit is responsible. WPO uses this plan to monitor and track the project status and gather statistics for reporting and project metrics.

ID	Task Name	Start Date	End Date	Duration	2003								
					Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
1	Gather initial requirements	1/2/03	1/30/03	28d	DaimlerChrysler Confidential								
2	Complete WPO documentation	1/2/03	2/21/03	37d	Web Self Service 1.0								
3	Application macro design	2/10/03	4/11/03	45d	[Redacted]								
4	Application micro design	4/11/03	4/25/03	11d	[Redacted]								
5	Test Suite Design	2/10/03	4/25/03	55d	[Redacted]								
6	Initial Documentation	2/10/03	4/25/03	55d	[Redacted]								
7	Write Application	4/25/03	5/16/03	16d	[Redacted]								
8	Test Application	5/16/03	7/21/03	47d	[Redacted]								
9	Pilot Application	7/21/03	7/28/03	6d	[Redacted]								
10	Move application to production	7/28/03	7/28/03	1d	[Redacted]								
11	Complete final documentation	6/24/03	7/14/03	15d	[Redacted]								
12	Gather requirements for Phase 2.	7/15/03	7/15/03	1d	[Redacted]								

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Phase	Requirements/	Dependencies	Start Date	End Date
Initiate Project	Gather Initial Requirements, Complete initial WPO paperwork.		Jan 02, 2003	Feb 10, 2003
Macro Design	Design overall application process flow. Describe overall tasks to be done to accomplish the goal(s) of the application.	Acceptance of gathered requirements.	Feb 10, 2003	Apr 11, 2003
Micro Design	Describe individual software objects needed to accomplish the tasks.	Acceptance of Macro Design	Apr 11, 2003	Apr 25, 2003
Test Suite Design	Design a series of tests to insure the quality and stability of the application.	Acceptance of Micro Design	Feb 10, 2003	Apr 25, 2003
Initial Documentation	We will write initial user documentation.	Documentation is based on the accepted requirements and designs.	Feb 10, 2003	Apr 25, 2003
Write Application	Write the various jsp's and other programs.	Acceptance of various designs.	Jun 28, 2003	Jul 14, 2003
Test Application	We perform the testing in several phases. We test the various parts of the app to insure they work as designed. We perform system integration tests to insure that the application, as a whole, works as designed. We perform stress testing to insure that the application properly handles large amounts of requests. We perform a user acceptance test to insure that those requesting the application are satisfied with its performance.	The test of the application depends on the completion of both the test documentation and the application. We also require a Unix test environment to work in.	Jul 14, 2003	Jul 21, 2003
Pilot Application	We will move the application to production and monitor it for a couple of weeks to insure	To pilot the application, it needs to pass the testing	Jul 21, 2003	Jul 28, 2003

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	that everything works as expected.	phase.		
Move to Production	We release the application to the public to use.	If all the problems encountered in pilot are resolved, then the application can be moved to production.	Jul 28, 2003	
Final Documentation	Describes purpose of application, how it is designed and used, as well as what to do when problems occur.		Jul 28, 2003	Aug 15, 2003
Gather Requirements for Phase 2	After we determine how well it works, we gather information regarding any improvements for the current application as well as any requirements for phase 2 of the application.		Jul 28, 2003	Aug 15, 2003

2.3 Milestone Schedule

Milestone Event		Anticipated Completion Date
Initiate Project	Initial Requirements and Scope	Feb 10 2003
Solution Outline	Determine Risks, Build Small Prototypes	Mar 21 2003
Macro Design	Determine overall design strategy	Apr 11 2003
Micro Design	Determine Individual Parts Design	Apr 25 2003
Build	Create Application	Jun 28 2003
Deploy	Move Application to Production	Jul 28 2003

2.4 Communications Plan

The Communications Plan ensures project success by regulating the generation of timely and adequate information and directing its flow to where it is needed and utilized. This plan defines the regular meetings and reporting, and the other communications activities that take place during the project. Its purpose is to help ensure that all the project stakeholders and team members receive all the information they need in a timely manner.

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2.4.1 Plan Overview

Refer to Checkpoints for each phase in the Statement of Work.

2.4.2 Detailed Description

1. Weekly meeting with Tim Stephenson.
2. Monthly status meeting with Bill Moore, Pete Edghill, Dave Poxon and Mike Gillie.

2.4.3 Plan Information

Refer to Checkpoints for each phase in the Statement of Work.

2.4.4 Status and Forecast Information

Refer to Checkpoints for each phase in the Statement of Work.

2.4.5 Technical Documentation

Would be provided on LAN

2.4.6 Project Events

Meeting Title	
Meeting Objectives	
Meeting Location	
Meeting Frequency	
Chairperson	
Minutes Taken By	
Regular Attendees	
Agenda Items	
Minutes distribution list	
How minutes will be distributed	

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3. Outline Solution

3.1 Functional Requirements

Use Cases describe the functional requirements of the application under development. The Use Case model uses graphical symbols and text to specify how users in specific roles will use the system. The textual descriptions describing the use cases are from a user's point of view; they do not describe how the system works internally or its internal structure or mechanisms.

Repeat the following section for each Use Case required to define the application's functional requirements.

3.1.1 Use Case Display Dodge Web Self Service Page

USE CASE NAME	
<i>Use Case #</i>	1
<i>Business Event</i>	Consumer wishes to view recall information regarding his vehicle.
<i>Actor(s)</i>	Consumer, Dodge Brand website
<i>Use Case Overview</i>	Consumer selects the Web Self-Service control from the owner's toolbox on the brand site home page. The browser displays the Web Self-Service page in a separate browser window.
<i>Precondition 1</i>	
<i>Termination Outcomes</i>	<i>Condition Affecting Termination Outcomes</i>
1. Web Self-Service page displays correctly	
2. Web Self-Service page does not display at all	Error - Origin to be investigated
3. Web Self-Service page does not display correctly	Error - Origin to be investigated
<i>Description of Termination outcome #1</i>	The Web Self-Service page displays correctly per the User Interface Prototype
<i>Description of Termination outcome #2</i>	The Web Self-Service page does not display at all. Page not found error.
<i>Description of Termination Outcome #3</i>	The Web Self-Service page displays but is not accurate according to the prototype.
<i>Use Case Associations</i>	
<i>Business Rules</i>	
<i>Inputs Summary</i>	No input besides the selection of the Web Self-Service link in the owners toolbox section of the Dodge brand site.
<i>Output Summary</i>	No output besides the static Dodge Web Self-Service page.
<i>Use Case Notes</i>	

Web Self Service 1.0**3.1.2 Use Case Display Chrysler Vehicle Recall Page**

USE CASE NAME	
<i>Use Case #</i>	2
<i>Business Event</i>	Consumer wishes to view recall information regarding his vehicle.
<i>Actor(s)</i>	Consumer, Dodge Brand website
<i>Use Case Overview</i>	Consumer enters his full 17 character or last 8 of his VIN into the text box and clicks on the 'Get Recall Information' button. The application will display the recall information for that VIN along with the VIN information in that window.
<i>Precondition 1</i>	
<i>Termination Outcomes</i>	<i>Condition Affecting Termination Outcomes</i>
1. The recall information displays correctly	
2. The browser displays no recall information, it shows only the vehicle information.	Not an error - The VIN has any recall information.
3. The browser opens a warning box stating that the VIN entered is invalid.	Error - The VIN number that the consumer entered was not formatted correctly.
4. The browser displays a warning box stating that the application cannot find the VIN.	Error - Either some application or server in the backend is down, such as the database, or the VIN wasn't in the database.
5. The browser displays "Page not found"	Error - The webserver or application server is down or there is a jsp error.
6. The recall information does not display correctly	Error - Origin to be investigated
<i>Description of Termination outcome #1</i>	The Web Self-Service page displays correctly per the User Interface Prototype
<i>Description of Termination outcome #2</i>	The browser displays the Web Self-Service page correctly but it shows no recall information for that VIN.
<i>Description of Termination Outcome #3</i>	The consumer entered a VIN that was not 8 or 17 characters long or was not a combination of alphanumeric characters.
<i>Description of Termination Outcome #4</i>	The VIN does not exist in the recall database or either the database or the database connection is down.
<i>Description of Termination Outcome #5</i>	The Web Self-Service page does not display at all. Page not found error.
<i>Description of Termination Outcome #6</i>	The Web Self-Service page displays but is not accurate according to the prototype.
<i>Use Case Associations</i>	
<i>Business Rules</i>	
<i>Inputs Summary</i>	No input besides the VIN text box and the 'Get Recall Information' button in the Web Self-Service page.
<i>Output Summary</i>	Vin and recall information (if any) is displayed on the Web Self-Service page.
<i>Use Case Notes</i>	

Web Self Service 1.0**3.1.3 Use Case Display Chrysler Vehicle Recall PDF Page**

USE CASE NAME	
<i>Use Case #</i>	3
<i>Business Event</i>	Consumer wishes to view selected recall documents.
<i>Actor(s)</i>	Consumer, Dodge Brand website
<i>Use Case Overview</i>	Consumer clicks a link to the recall document. Browser will open another window to display the recall document in PDF format.
<i>Precondition 1</i>	
<i>Termination Outcomes</i>	
<i>Condition Affecting Termination Outcomes</i>	
1. The recall document displays correctly	
2. The recall document does not display correctly	Error – Origin to be investigate
3. The recall document does not display at all	Error - Origin to be investigate
<i>Description of Termination outcome #1</i>	The recall document displays correctly per the User Interface Prototype
<i>Description of Termination outcome #2</i>	The recall document does not display correctly --- make sure the Acrobat Reader is installed on the consumer's desktop.
<i>Description of Termination Outcome #3</i>	The recall document does not display at all --- Page not found
<i>Use Case Associations</i>	
<i>Business Rules</i>	
<i>Inputs Summary</i>	No input besides selection of recall document link in Web Self-Service page.
<i>Output Summary</i>	Recall document (if any) is displayed in a separate window.
<i>Use Case Notes</i>	

3.2 Non-Functional Requirements

Non-Functional Requirements specify the qualitative requirements that the application must satisfy.

3.2.1 Domain Name Requirements

None.

3.2.2 Capacity Requirements

None.

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3.2.3 Performance Requirements

This application needs to support a modem dialup speed of 28.8 kbs per the B2C site standards. In addition, the recall data returned should be displayed within 5 seconds. The pdf file should be displayed within 10 seconds at this speed

3.2.4 Availability Requirements

This application should be available whenever the brand sites are up and running. This is on a 24/7 basis.

3.2.5 Systems Management Requirements

No special Systems Management requirements are needed.

3.2.6 Security Requirements

What are the anticipated threats or potential hazards to the security or integrity of data records in this project?

None.

What risks are associated with unauthorized access to, or use of data records or information in this project that would result in substantial harm or inconvenience to any consumer?

Because there is little or no user authentication, anyone with any VIN can request the recall data for that vehicle.

What tracking of unique individuals or actions/events are required in this project's solution?

None.

What controls will be required to validate that the application is working as designed, working efficiently, and working effectively to ensure the security and confidentiality of consumer records and information?

None.

3.2.7 Privacy Requirements

Privacy Requirements must document all concerns related to consumer privacy that must be addressed in by the application. DaimlerChrysler B2C Privacy Requirements are defined in the [B2C Site Standards for Web Site Development](#).

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3.2.7.1 Consumer Privacy

What personally identifiable information consumer information is being captured by this project's solution?

The website does not capture or display any owner information.

How will DaimlerChrysler use this information?

Not at all.

Will this information be distributed to a third party? What third party?

No.

How will the third party use this information?

What choices will be made available to the consumer regarding the collection of this data (e.g. opt out, expiration period, no further contact beyond this transaction, etc.)?

Since the consumer is voluntarily entering his VIN for the expressed purpose of gathering data related to his vehicle, there is no reason to give him an opt out choice. The information displayed is not used beyond this transaction.

3.2.7.2 Child Privacy (COPPA)

What aspects of this project's solution could potentially be enticing to children?

None.

What actions need to be taken to mitigate this risk?

None.

What personally identifiable information of a child could potentially be captured by this project's solution?

None.

What actions need to be taken to mitigate this risk?

None.

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3.2.7.3 Privacy Policy Coverage

What Privacy Policy covers the activities being performed by this solution? (Check one with an "X")

- DaimlerChrysler
<http://www.daimlerchrysler.com/disclaimer/index.html>
- DaimlerChrysler Services North America LLC / Chrysler Financial / DCFS Trust
<http://www.chryslerfinancial.com/privacy.jsp>
- Externally Hosted By:
Privacy policy URL:
- Other (Please explain):

What additional privacy requirements may need to be covered in a unique Privacy Policy?

None.

3.2.8 Reporting Requirements

Describe any application reports the application must produce or site traffic measurement requirements you expect to get from the DigiMine reporting tool.

We need to record various traffic information such as the vin number, recall number(s), was the recall complete or incomplete, and the date and time when the customer used the site.

3.2.9 Language/Locale Requirements

Describe any requirements that pertain to language or internationalization?

The information is currently available only in English.

3.2.10 Other Requirements

Describe any other required (non run-time) properties of the application that do not fall into any of the sections above.

None.

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3.2.11 Business Constraints

Describe any Business Constraints that the application must satisfy.

We are limiting the data to only vehicle and recall-related information.

3.2.12 Technical Constraints

What technical 'givens' exist that constrain the application's solution?

The consumer must have the Adobe Acrobat Reader on his system in order to read the pdf file. Browser compatibility would be as specified in DaimlerChrysler B2C standards.

3.2.13 Technical Standards

What additional standards not defined by the [B2C Standards for Web Site Development](#) must the application conform to?

None.

3.3 Test Strategy

Test Strategy is a high-level description of major system-wide activities that collectively achieve the overall testing objectives. It outlines the approach to be used to ensure that the critical attributes of the system are tested adequately.

3.3.1 Testing objectives

Document the objectives to be achieved by testing.

3.3.2 Test Focus Areas

What critical attributes of the system are to be tested?

1. Does it validate the VIN?
2. Can it pull up vehicle and recall data for that VIN and display it properly?
3. Can it retrieve a recall pdf file?

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3.3.3 Types Of Test

Document the testing levels (System Test, Regression Test, etc.) to be executed based upon the testing standards.

A systems test is needed to insure the application works with the existing brand sites.

3.3.4 Organizational Responsibility

Document whom has the organizational responsibility to perform each of the tests identified.

ITM will be responsible for the system testing.

3.3.5 Tools

Document any technology or tools that will be used in the performance of testing.

None.

3.3.6 Metrics

Document any organization, business unit, or measurement strategy relevant to project quality criteria.

ITM and WPO are both needed to assure project quality.

4. Macro Design

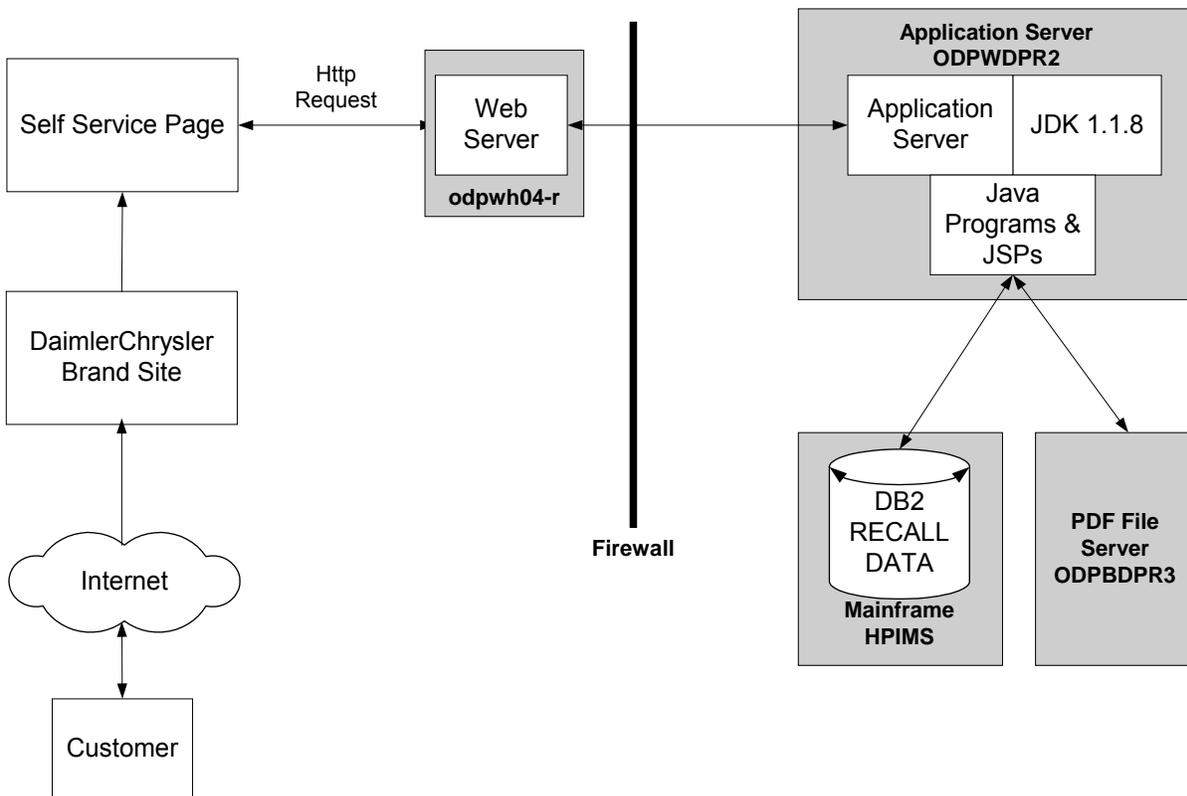
4.1 Architectural Overview

The Architectural Overview is a schematic diagram that represents the governing ideas and candidate building blocks of the application. This diagram is used to communicate architecture-related concepts and requirements to the appropriate parties.

4.1.1 Architectural Overview Diagram

Draw an architecture overview diagram at the IT system level and describe briefly each component in the architecture.

Self Service Application Architecture



4.1.2 Key Architecture Concepts

Specify in free format text the key IT system level architectural concepts of the solution as illustrated in the diagram, such as:

- *The range of different delivery mechanisms the architecture supports*
 - *The separation of functions*
 - *The architecture model, e.g., three-tier or four-tier model*
 - *The use of hardware, e.g., distributed servers, workstations, etc.*
 - *The separation of Data tier, Business logic tier and Presentation tier.*
 - *The access to legacy systems*
-

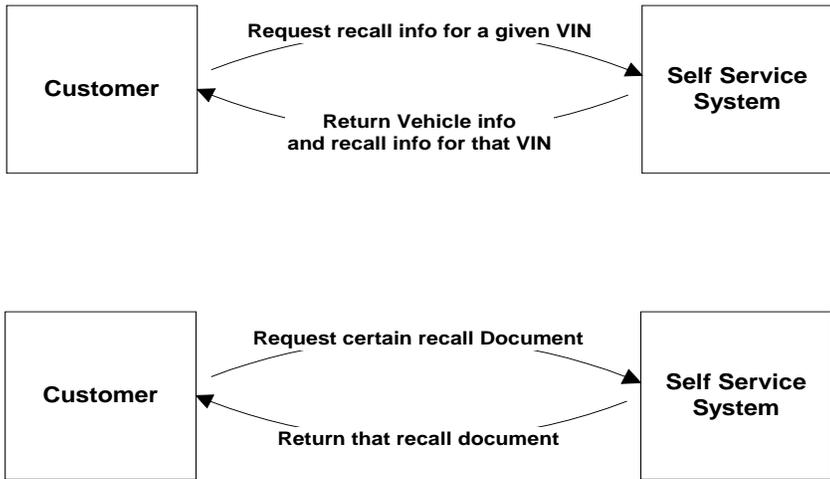
4.1.3 System Context Diagrams

The System Context Diagrams represent the interfaces between the system and external entities. These diagrams provide the details at an adequate level to allow verification that the information flows between the new application and external entities are in agreement with the business processes.

In drawing the context diagram of a system, one looks at the system from the outside. Attention is drawn to what are external entities and what are inputs/outputs. The following context diagram represents a student class registration system.

The context diagram illustrates the student as its external entity, a registration form as its input, and confirmation-letter as its output.

Provide one or more System Context Diagrams with descriptive text that describe the application.



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4.2 Asset Reuse Candidates

Denote with an "X" the existing DaimlerChrysler code assets will be used in this project's solution. Specify the version number of the component that this solution is being developed to.

Component Name	Version Number being developed to:
<input type="checkbox"/> TOPS API	
<input type="checkbox"/> Incentives API	
<input type="checkbox"/> Vehicle Comps	
<input type="checkbox"/> Towing Database	
<input type="checkbox"/> LOG4J Logging	
<input type="checkbox"/> JUNA Logging	
<input type="checkbox"/> JUNA JAM Framework	
<input type="checkbox"/> Other (please list):	

What code assets will be developed as part of this project that could potentially be used by future projects?

Asset Name	Description
-------------------	--------------------

4.3 User Interface Specifications

The User Interface Specifications are the blueprints for the user interface of an application. They illustrate the overall approach to a user's experience with the application as it relates to navigation, content categories, grouping of functional elements, the logic of information layout, and high-level conceptual models of the application.

4.3.1 Flow Charts

Provide flow charts that show the relationship between functions of the application.

4.3.2 Screen Mockups

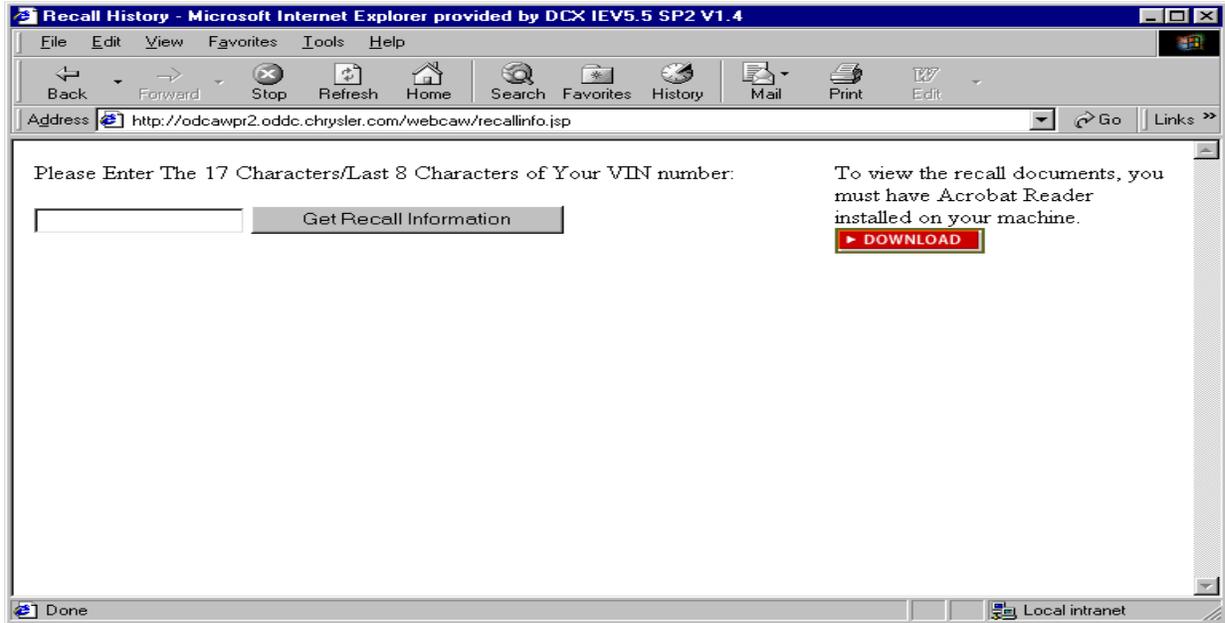
Screen mockups are expressed as diagrams that map to the Use Cases defined in the Functional Requirements. Individual functions or views of an application can be represented by wire-frame designs that illustrate the types of interaction possible: buttons, drop down boxes, radio buttons, content areas, etc These diagrams should also be accompanied by text descriptions of the functionality they represent.

The following screen shot shows the Self Service link on brand site:

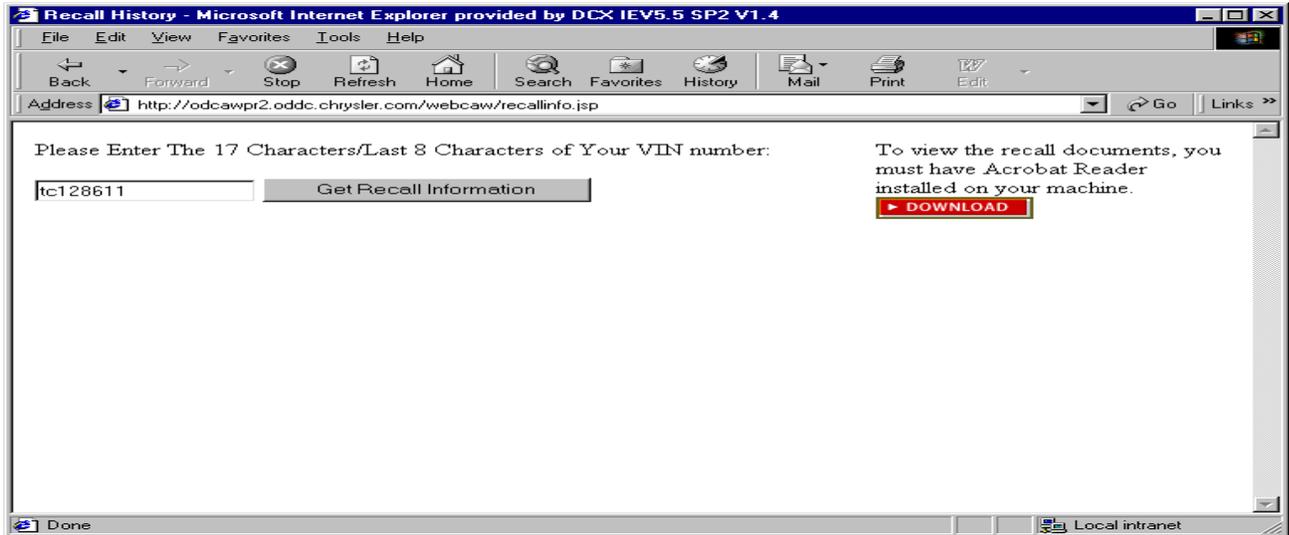


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Self Service Page:

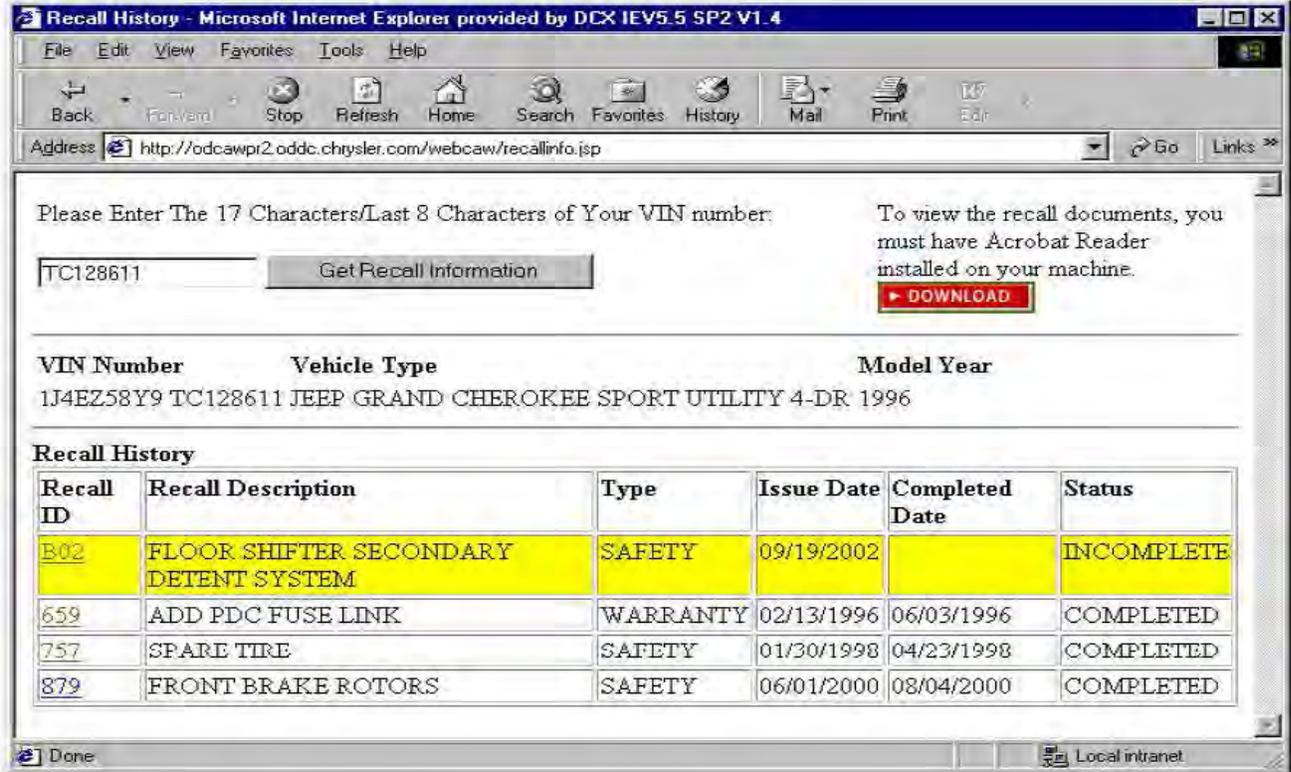


Consumer enters a valid VIN



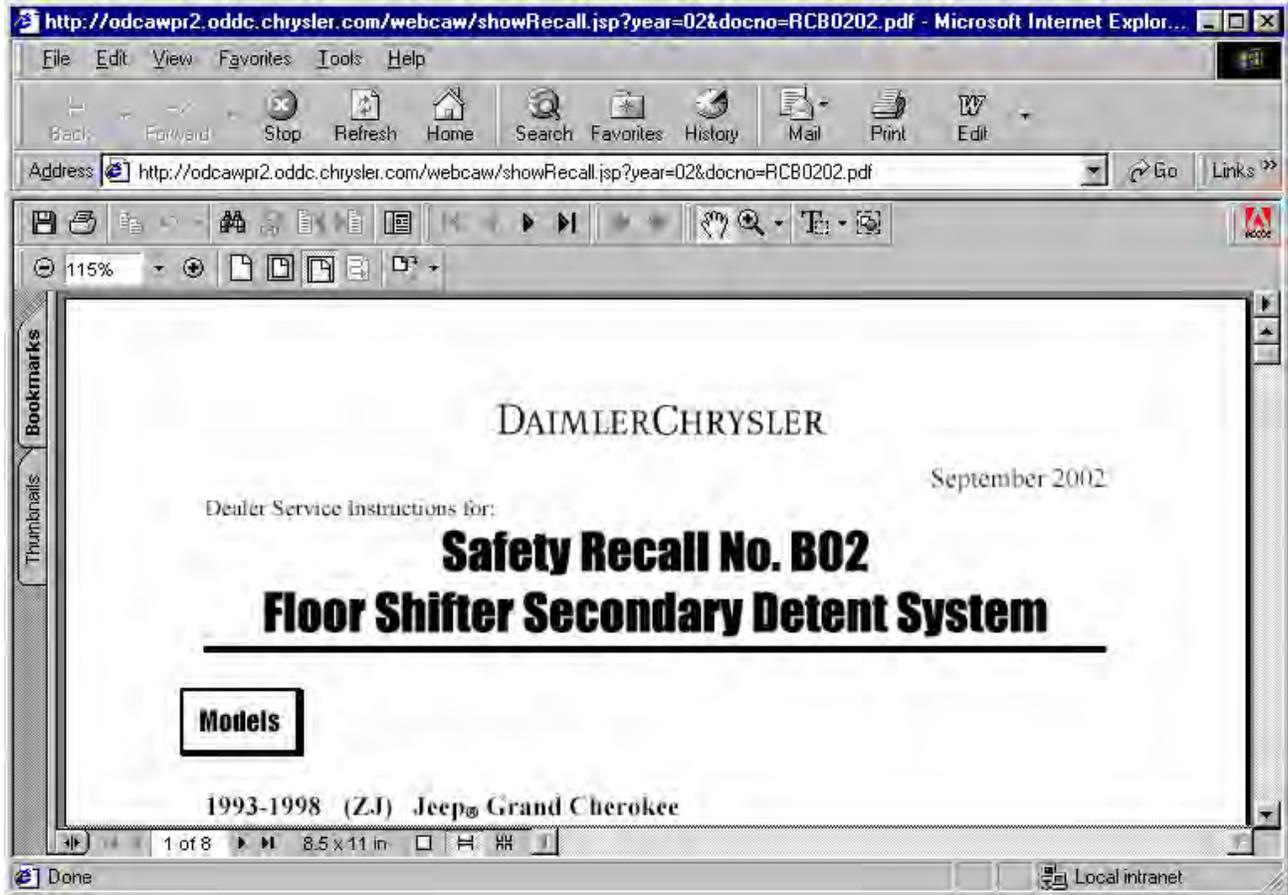
Web Self Service 1.0

Consumer clicks 'Get Recall Information' button or hits the enter key:



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Click one link to view the recall document.



4.3.3 Query String Name/Value Pair Variables

Complete the following table to record how name/value pairs will be represented in the URL for measurement purposes. Add additional row sets as necessary.

URL:	Query String	For Measurement of Item
Step 1 -		
Step 2 -		

Web Self Service 1.0**4.4.2 Data Dictionary**

Complete a copy of the following table for each database table. Make additional copies of the table as necessary to completely describe all tables the application will use.

S.SVEH

Describe the purpose of the table.

This table contains the vehicle information.

Column Name	Description	Identifier or Data?	Primary or Foreign Key?
I_PRTITN	Vehicle Partition	Small Int	Primary
I_VHCL_SAN	Vehicle SAN	Integer	Primary
I_VIN_FIRST_9	First 9 characters of the VIN	Char (9)	
I_VIN_LAST_8	Last 8 characters of the VIN	Char (8)	

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S.SRCDTL

Describe the purpose of the table.

This table lists all the recall details per VIN.

Column Name	Description	Identifier or Data?	Primary or Foreign Key?
I_PRTITN	Partition ID	Small Int	Foreign
I_VHCL_SAN	Vehicle SAN number	Integer	Foreign
I_VHCL_RECAL	Recall ID	Char (4)	Foreign
D_VHCL_REP	Date Recall Completed	Datetime	
N_CNTRY_ABRV	Recall Country	Char (3)	

S.SRCDEFN

Describe the purpose of the table.

This table describes a particular recall.

Column Name	Description	Identifier or Data?	Primary or Foreign Key?
I_VHCL_RECAL	Recall ID	Char (4)	Primary
X_VHCL_RECAL	Recall Description	Char (50)	
D_RECAL_LNCH_USA	Date Recall Issued	Datetime	

4.4.3 Entity Relationships

Describe the relationships that span tables and columns.

Entity 1	Entity 2	Business Rule or Fact	Cardinality
S.SRCDEFN	S.SRCDTL		1 to many

4.4.4 Table Maintenance Use Case Associations

The initial loading of data from MPI, periodic data updates, and managing growth are common traits of B2C database-oriented applications. Please indicate which Use Cases describe how the database will be maintained.

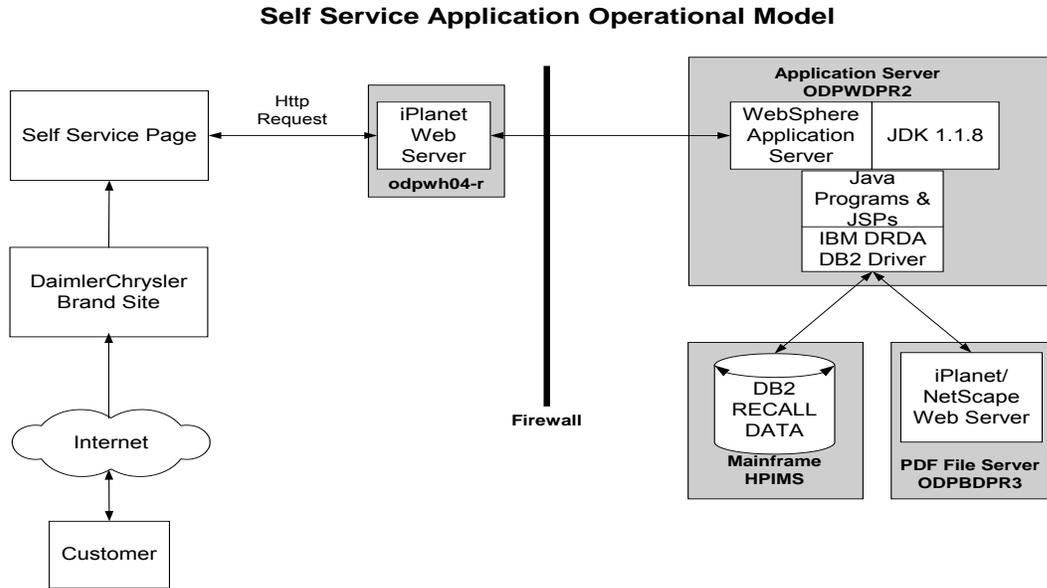
Activity	Is described by Use Case Number:
Data loading from MPI	
Data updates	
Managing growth/purging expired records	

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5. Micro Design

5.1 Operational Model

The Operational Model is a diagram representation of a network of computer systems, their associated peripherals and the systems software, middleware, and application software that they run.



5.1.1 Topology Diagram

Provide a topology diagram containing a sized configuration of the hardware and software technology necessary to support the application. It should illustrate configured computer systems and networks, software and systems management products, and describe how they will be operated in order to achieve the Functional and Non-functional requirements.

5.1.2 Node Descriptions

Provide a description of each of the physical nodes and network technologies represented in the Topology Diagram. These descriptions present the responsibilities of the nodes and networks, in terms of the application and technical services they are required to support.

Customer sends http request to Web server. Web server routes the request to the application server. Application server calls the corresponding java program and JSPs to retrieve the information that customer

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requested and wraps it in to a web page, then application sever sends this page to web server, and web server routes this page back to customer browser.

5.1.3 Node Connections

Describe the connections between the nodes using the table below. It is usually sufficient to identify the connection by the two nodes involved.

Node	Connects to Node	Via Protocol
Customer Browser	Web Server	HTTP
Web Server	Application Server	HTTP
Application server	DB2 Database	TCP/IP

5.2 Component Model

A component is a relatively independent part of a system. It is characterized by its responsibilities and by the interface(s) it offers. The Component Model describes the entire hierarchy of components in terms of to their responsibilities, their interfaces, their relationships, and the way they collaborate to deliver required functionality.

5.2.1 Component Descriptions

For each component, identify the component name and provide a brief discussion of the components purpose, design rationale, and implementation approach.

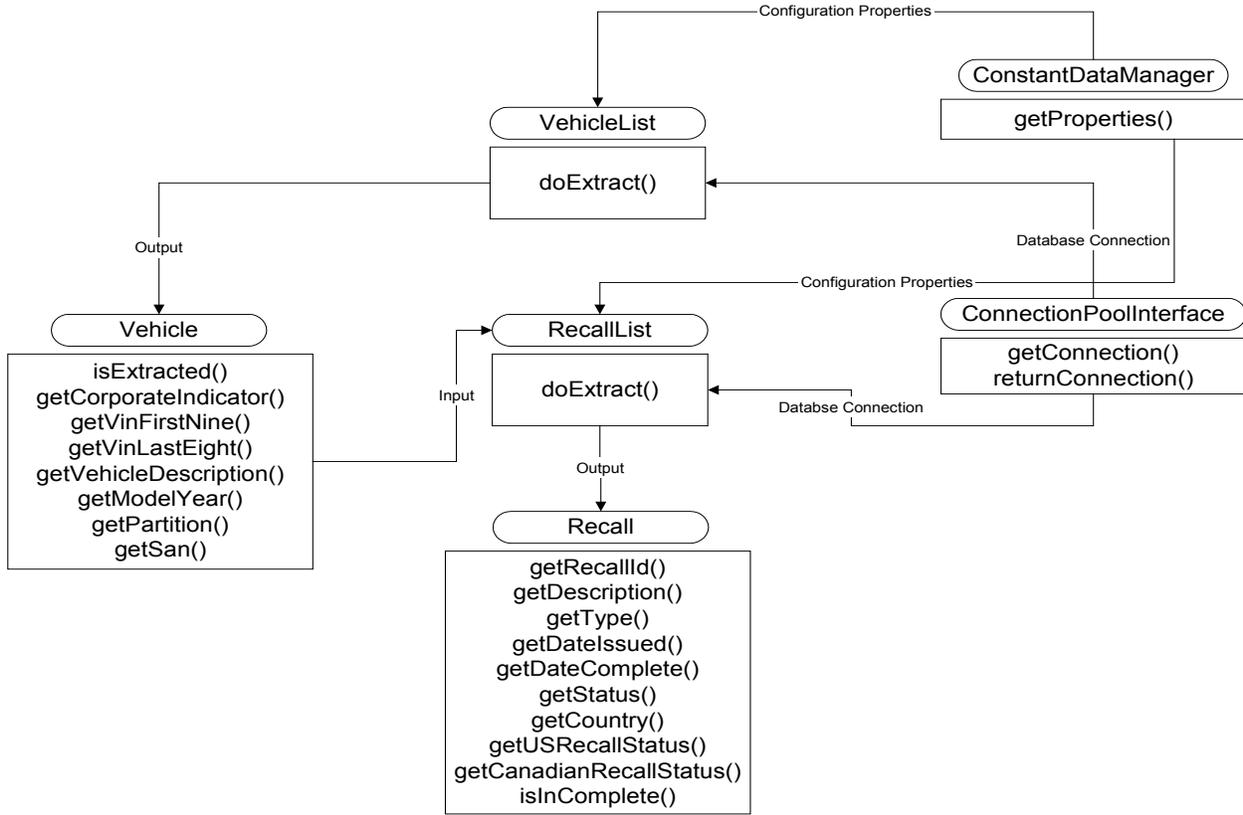
Component Name	Purpose, Design Rationale, and Implementation Approach
-----------------------	---

5.2.2 Component Relationship Diagrams

Provide one or more diagrams that illustrate the relationships between components.

5.3 Class Diagrams

Class Diagrams provide a structural representation of the software objects and their static relationships that comprise the system being developed. The overall purpose of the Class Diagram is to interpret business, user and system requirements and develop an overall model of what is expected of the software.



5.3.1 Full Inheritance View

Draw a class diagram illustrating the ancestors and immediate descendants of the classes described in this section

5.3.2 Class Descriptions

Repeat the following section as many times as necessary to document the classes that comprise this application.

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5.3.2.1 Vehicle

This object describe all aspects of a vehicle

Attributes

VinFirstNine	First 9 characters of the vehicle identification number
VinLastEight	Last 8 chracters of the vehicle identification number
Partition	Vehicle Partition number
san	Vehicle SAN number
vehicleDescription	Vehicle description
modelYear	Vehicle model year
familyCode	Vehicle family code
corporateIndicator	Indicates if this vehicle is made by DCX

Methods

Describe the services that the class can provide to other objects.

isExtracted()
 getCorporateIndicator()
 getVinFirstNine()
 getVinLastEight()
 getVehicleDescription()
 getModelYear()
 getPartition()
 getSan()

5.3.2.2 Recall

This object describe a Recall

Attributes

recallId	Recall id
description	Recall description
type	Recall Type
dateIssued	Recall Issue Date
dateCompleted	Recall complete date
status	Recall Status

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country Recall Country

Methods

Describe the services that the class can provide to other objects.

getRecallId()
getDescription()
getType()
getDateIssued()
getDateComplete()
getStatus()
getCountry()
getUSRecallStatus()
getCanadianRecallStatus()
isInComplete()

5.3.2.3 VehicleList

This object describe a list of vehicles. The doExtract() method will retrieve all vehicles that has the given VIN

Attributes

Methods

doExtract()

5.3.2.4 RecallList

This object describe a list of recalls. The doExtract() method will retrieve all recalls for a specific vehicle

Attributes

Methods

doExtract()

5.3.2.5 ConstantDataManager

This object set up global configuration for this application

Methods

getProperties()

5.3.2.6 ConnectionPoolInterface

This object manages the database connection pooling

Methods

getConnection()
returnConnection()

5.4 Interaction Diagrams

Interaction Diagrams are a graphical representation of the internal behavior of the application. Interaction Diagrams correspond to the Use Cases documented in the Functional Requirements, and show how objects collaborate by sending messages and returning responses to each other.

5.4.1 User Enters A VIN and Request Recall info

Description

User enters a valid VIN and request recall info for that vehicle.
System processes the request and returns the recall information for that VIN.

Exception Conditions

The VIN is not a valid Chrysler Corporation vehicle number

5.4.2 User Clicks a Link to Request A Specific Recall Document

Description

User clicks a link to request specific recall document for that vehicle.
System processes the request and returns the recall document user requested.

Exception Conditions

The VIN is not a valid Chrysler Corporation vehicle number

5.5 Physical Data Model

The Physical Data Model converts the logical data model to the physical storage constructs of the target Data Base Management System. This model takes into account data and transaction volume to produce a schema and environment that will meet necessary performance.

5.5.1 General Information

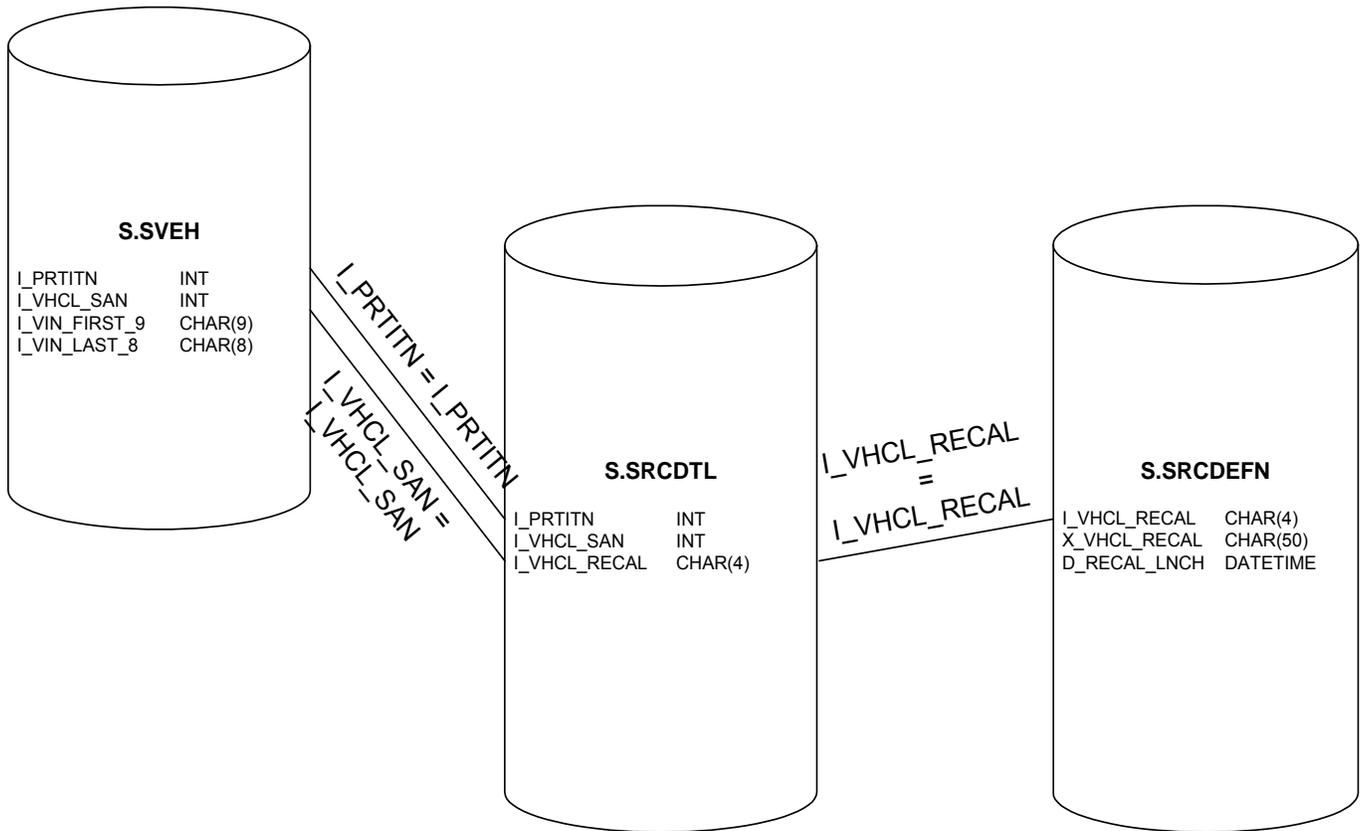
	UAT	Production
--	-----	------------

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Database Name:	HPDCDB2P	HPDCDB2P
Database Schema:		
Database User ID:	Db2caw	Db2caw
JDBC Provider Name:	IBM DRDA DB2 driver	IBM DRDA DB2 driver
JDBC Data Source Name:		
File name where the User ID and Password is stored (.properties, .xml, etc):	ConnectionPool.config	ConnectionPool.config

5.5.2 Physical Data Diagram

Please provide an Entity Relationship Diagram here that illustrates the physical structure of the database.



5.5.3 Data Types

Please complete the following table (repeating as necessary) to provide a full description of the physical attributes of each database table, along with sizing estimates. For sizing purposes, the following list contains the byte counts of columns by data type for columns that do not allow null values. For a column that allows null values, add 1 to the byte count shown in the list.

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Data Type Byte Count

INTEGER	4
SMALLINT	2
BIGINT	8
REAL	4
DOUBLE	8
DECIMAL	The integral part of $(p/2)+1$, where p is the precision.
CHAR(n)	n
VARCHAR(n)	$n+4$
LONG VARCHAR	24
GRAPHIC(n)	$n*2$
VARGRAPHIC(n)	$(n*2)+4$
LONG VARGRAPHIC	24
DATE	4
TIME	3
TIMESTAMP	10
DATALINK(n)	$n+54$

LOB types Each LOB value has a LOB descriptor in the base record that points to the location of the actual value. The size of the descriptor varies according to the maximum length defined for the column. The following table shows typical sizes:

*Maximum LOB Length
LOB Descriptor Size*

1,024
72
8,192
96
65,536
120
524,000
144
4,190,000

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<i>Data Type</i>	<i>Byte Count</i>
	168
	134,000,000
	200
	536,000,000
	224
	1,070,000,000
	256
	1,470,000,000
	280
	2,147,483,647
	316

Distinct type *Length of the source type of the distinct type.*

Reference type *Length of the built-in data type on which the reference type is based.*

If the table is created based on a structured type, an additional 4 bytes of overhead is reserved to identify rows of subtables regardless of whether or not subtables are defined. Also, additional subtable columns must be considered nullable for byte count purposes, even when defined as not nullable

<Table Name – Repeat as needed>

Column Attribute Name	Data Type	Precision	Nulls Allowed? (Y/N)	Byte Count
Total Byte Count:				

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5.5.4 Sizing and Growth

Determine the row size by adding the byte counts in the tables above. For each table, the space needed should be estimated as:

Row Size (bytes) = Byte Count + 8

*First Year Table Size (MB) = (Row Size * Number of Rows * 1.5) / 1,048,576*

*Annual Expected Growth (MB) = First Year Table Size (MB) * Annual Expected Growth (%)*

*Max Space Required (MB) = First Year Table Size (MB) + (Annual Expected Growth (MB) * (Number of Years the Data is Retained - 1))*

Table Name	Row Size	Number Of Rows	First Year Table Size (MB)	Annual Expected Growth (%)	Annual Expected Growth (MB)	Number Of Years the Data is Retained	Max Space Required (MB)	
Total:				Total:			Total:	

5.5.5 Data Definition Language (DDL) Specifications

Please provide the DDL statements required to create the entities defined in the data model. At a minimum, the DDL should address the creation of the schema, table space, tables, referential integrity constraints, indexes, and grants.

```
CREATE TABLE S.SVEH
(
I_PRTITN          SMALLINT,
I_VHCL_SAN        INTEGER,
I_VIN_FIRST_9     CHAR(9),
I_VIN_LAST_8      CHAR(8)
)
```

```
CREATE TABLE S.SRCDTL
(
I_VHCL_RECAL      CHAR(4),
D_VHCL_REP        DATETIME,
N_CNTRY_ABRV      CHAR(3)
)
```

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```
CREATE TABLE S.SRCDEFN
(
I_VHCL_RECAL      CHAR(4),
X_VHCL_RECAL      CHAR(50),
D_RECAL_LNCH_USA DATETIME
)
```

5.5.6 SQL Statements

Please provide all application SQL statements.

```
select I_PRTITN, I_VHCL_SAN from S.SVEH where I_VIN_LAST_8 = "WC272844"
or select I_PRTITN, I_VHCL_SAN from S.SVEH where I_VIN_FIRST_9 = " 1J4GZ58S5" and I_VIN_LAST_8
= "WC272844"

select I_VHCL_RECAL, D_VHCL_REP, N_CNTRY_ABRV from S.SRCDTL where I_PRTITN = ? and
I_VHCL_SAN = ?

select I_VHCL_RECAL, X_VHCL_RECAL, D_RECAL_LNCH_USA from S.SRCDEFN where
I_VHCL_RECAL = ?
```

5.5.7 Sample Data

Please provide sufficient sample data so that the SQL statements provided above can be run through analyzer tools.

5.6 Deployment Plan

The Deployment Plan describes the organization, deployment overview, resources, and methods used to deploy the new system. The plan identifies the responsibilities of everyone participating in the deployment. As such:

- The plan validates that the proposed solution actually is ready for deployment. It contains the steps needed to make sure that the solution hardware, software, and documentation are in place to proceed.
- The plan verifies that the people are trained and ready to support the new system. This includes the user, support and temporary deployment communities.
- The plan verifies that the organization is ready to accept the delivery of the proposed solution.
- The plan verifies that the proper level of contingency planning has taken place and that the appropriate risk mitigation procedures are ready.

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5.6.1 Overview

Specify in broad terms how the system is to be deployed in all DCX B2C environments (i.e., Development, Test, UAT, and Production).

5.6.2 Target Dates

Define the sequence in which the system is deployed in all DCX B2C environments (i.e., Development/Test, UAT, and Production). Specify the target dates for starting and completing deployment activities and tasks. Take into consideration the times when attempted deployment of the new system would be difficult or improper.

The table below depicts tentative timing for start and stop activities, including those dates or situations where it would be difficult or improper to proceed with deployment activities.

Deployment Activities \ Tasks \ Milestones	Start Date	End Date	Deliverable \ Notes

5.6.3 Deployment Team Organization

Complete the table below identifying the specific roles, responsibilities and skills required for deployment in all DCX B2C environments (i.e., Development/Test, UAT, and Production). Where appropriate also include an organization chart.

The deployment team members, telephone numbers, organizations, job titles/roles, email address, and responsibilities are identified in the following table. It contains the key people (sorted by last name) that will participate in the project.

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Name / Phone	Organization	Job Title and Email	Responsibility and Authority
		Programmer	<ul style="list-style-type: none"> Assist with testing. Resolve software defects.
		Tester	<ul style="list-style-type: none"> Conduct integration testing. Conduct system testing. Assist with user acceptance testing. Document test results.
	WPO	WPO Liaison	<ul style="list-style-type: none"> Review test results and deliverables. Approve promotion requests.
Chilla, Ramanakumar 248-512-4322	Production Support	System Tester rc557@dcx.com	<ul style="list-style-type: none"> Conduct system load testing. Assist with user acceptance testing. Assist with ADPs and store documentation in PVCS.
Comartin, Chad 248-512-4329	TOS, CoE, B2C Support	B2C Application Specialist cc129@dcx.com	<ul style="list-style-type: none"> Assist with installation of packages and products. Assist with configuration and integration of packages and products.
Glenn, Shonn 248-512-4925	WPO, ITM	Application Maintenance Organization Liaison sgg6@dcx.com	<ul style="list-style-type: none"> Responsible for overseeing maintenance type B2C projects. Interface to production support organization. Support migration activities and coordination.
Maalin, Abukar 248-944-6362	TOS, CoE	Integrator; CoE Support amm80@dcx.com	<ul style="list-style-type: none"> Assist with Trouble Tickets for installation requests (i.e., web servers, WAS requests). Assist with coordinating TOS groups. Support project activities and coordination. Document issues and escalate if necessary.
Siripurapu, Sarat 248-512-4546	Production Support	Developer and Test Lead sbs21@dcx.com	<ul style="list-style-type: none"> Review ADPs and store documentation in PVCS. Promote applications. Coordinate and manage testing schedule. Schedule system load tests. Assist with user acceptance testing.
Terrell, Mark 248-944-5624	TOS, DRM, CoE	Database Administrator mjt5@dcx.com	<ul style="list-style-type: none"> Responsible for maintaining databases. Backup test environments. Rebind applications and utilities.

5.6.4 System Requirements

Identify the specific hardware, software and communications infrastructure required for the deployment. Also define the means and measures used to determine the readiness of the system for deployment.

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5.6.5 Manual Procedures

Identify and describe the plans to develop any new or changed manual procedures required for deployment.

5.6.6 Automated Procedures

Identify and describe the plans to develop any new or changed automated procedures required for deployment.

5.6.7 Conversion Preparation

Describe the software and plans for transferring data from the old system to the new in all DCX B2C environments (i.e., Development/Test, UAT, and Production). Also identify any special conversion criteria and timing, and define measures for verifying the conversion, installation and integration.

5.6.8 Constraints and Dependencies

Describe any limiting items or dependencies that will inhibit the execution of the deployment plan, including possibly, other projects, software, hardware, timing, user training, etc.

5.6.9 Contingency/Back Out Plan

Identify the risks specifically relating to deployment and define the contingency plans to come into effect in the event that something goes wrong.

5.6.10 Site Preparation Checklist

Make a checklist for each site where the system is to be deployed in all DCX B2C environments (i.e., Development/Test, UAT, and Production), identifying everything that must be prepared, including any environment alterations.

Web Self Service 1.0**5.6.11 Web Server Preparations****5.6.11.1 Domain Name Information**

The Domain Name Information section contains the basic information regarding the name and location for static content served by the Web Server.

<i>Domain Name:</i>	<domain>
<i>Domain Name Status:</i>	New Existing
<i>Does this Domain Name need to be purchased?</i>	Yes No
<i>Does this Domain need an SSL certificate?</i>	Yes No

5.6.11.2 “obj.conf” File

The “obj.conf” configuration file contains directives that instruct the Netscape Enterprise Server how to handle requests from clients. ‘NameTrans’ entries translate the URL specified in the request from a logical URL to a physical file system path for the requested resource.

5.6.11.2.1 NameTrans fn=”document-root” entries

Document Root entries translate the http://server_name/part of the requested URL to a physical directory that has been designated as the server's document root. If this is a new domain, please complete the following table.

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<i>Function:</i>	fn="document-root"
<i>root=</i>	/clocal/www/web-data/vserver/<domain>

5.6.11.2.2 NameTrans fn="pfx2dir" entries

Prefix To Directory entries are used to set up additional mappings between URLs and directories. Complete the following table for any directory mappings that need to be created. Repeat the table below as necessary if multiple directories are required.

<i>Function:</i>	fn="pfx2dir"
<i>from=</i>	/<directory>
<i>dir=</i>	/clocal/www/web-data/vserver/<domain>/<directory>

5.6.11.3 "rules.properties" File

The rules.properties file defines servlet virtual path translations. Repeat the table below as necessary if multiple mappings are required.

<i>Virtual Path (the virtual path used to invoke the servlet)</i>	
<i>Servlet Name</i>	

5.6.12 Application Server Preparations**5.6.12.1 JSP Application Information**

The JSP Application Information section contains the basic information regarding the location and version of JSP files that support the application.

<i>Domain Name:</i>	
<i>Domain Name Status:</i>	New Existing
<i>JSP Specification Version Used:</i>	
<i>JSP docroot:</i>	/clocal/www/web-data/jsp_root/<domain>

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5.6.12.2 Servlet Registration Information

The Servlet Registration Information section contains the information required to register new or modified servlets of an application within the WebSphere Application Server (WAS). Please complete the following information for each Servlet.

<Servlet Name – Repeat table for each servlet>

Application domain name:	
Web app name:	
Name to register the servlet under in WAS.	
Qualified class name of the servlet:	
Servlet URL Path (i.e., how it will be invoked in the URL).	
Servlet Classpath (i.e., where the servlet will be located).	
Does the servlet need to be loaded at the start-time of the WAS?	<p style="text-align: right;">X</p> <p>No - Default for servlets in WAS</p> <p>Yes - Please justify this request below:</p>

5.6.12.3 EJB Deployment Information

The EJB Deployment Information section contains the information required to deploy the EJBs of an application within the WebSphere Application Server (WAS). Please complete the following information for each new or modified EJB.

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<EJB Name – Repeat table for each EJB>

<i>EJB Name:</i>	
<i>EJB Home:</i>	
<i>Qualified name of the EJB.jar file:</i>	/global/site/vendor/www/ejb_root/<component>/<jar file name>
<i>EJB Type:</i>	Session EJB Entity EJB
<i>EJB specification version used:</i>	
<i>Required pool size for the EJB (the default pool size for EJBs in the WAS of the PWH is ...)</i>	
<i>Brief description (2 – 3 sentences) on what the EJB does within the application:</i>	
<i>Servlet URL to test the deployment and configuration of the EJB:</i>	
<i>Deployment test results you expect to see. (Please provide screen shots to show deployment and configuration of the EJB).</i>	

5.6.12.4 JDBC Provider Information

Currently configured JDBC Providers are listed in the [Site Standards for B2C Web Site Development](#). If a new JDBC Provider will be required in Public Web Hosting please complete the following table for each JDBC provider to be added.

<JDBC Driver Name – Repeat table as necessary>

<i>JDBC Driver Name:</i>	
<i>Description:</i>	
<i>Implementation Class:</i>	
<i>URL Prefix:</i>	
<i>JTA Enabled:</i>	True False
<i>JDBC Zip File Location:</i>	
<i>Database Type:</i>	
<i>Server Name:</i>	

Web Self Service 1.0**5.6.12.5 Data Source Information**

Currently configured Data Sources are listed in the [Site Standards for B2C Web Site Development](#). If a new Data Source will be required in Public Web Hosting please complete the following table for each Data Source to be added. For some parameters, the WAS defaults have been supplied. Override as appropriate.

<Data Source Name – Repeat table as necessary>

Data Source Name:	
Brief description:	
Database Name:	
JDBC Driver Name:	
Minimum Pool Size:	1
Maximum Pool Size:	10
Connection Timeout:	180
Idle Timeout:	1800
Orphan Timeout:	1800

5.6.13 Additional/Custom Preparations

Define any additional preparations that need to be performed that have not been previously defined.

5.7 Training Plan

The Training Plan consists of an evaluation of the training needs, an evaluation of alternate methods for delivering the training, and an approach for the development of any training material. This plan is used to provide the basis for managing, monitoring, and evaluating training delivery by articulating a specific, detailed project plan for the development and delivery of all client training related to the implementation of the project.

5.7.1 Curriculum Outline

5.7.2 Curriculum Development Plan

5.7.3 Participant Education and Training Schedule

5.7.4 Train the Trainer Plan

5.7.5 Training Evaluation Plan

"Did not consider the issue important enough/wasn't priority"

Campaign	% responding that did not have the recall completed	# of Customers surveyed	# of Customers responding to question	% responding to question
N45	15.8%	43,832	4,708	10.7%
N46	17.1%	65,461	9,570	14.6%
N28	26.1%	6,580	1,522	23.1%
N10	22.3%	1,933	340	17.6%
N08	29.8%	7,028	1,788	25.4%
M31	29.8%	500	117	23.4%
L25	37.0%	5,747	1,842	32.1%
L01	41.6%	11,168	4,510	40.4%
L27	28.3%	7,682	2,076	27.0%
M22	42.7%	1,496	612	40.9%
N01	32.1%	5,332	1,567	29.4%
M34	19.6%	3,807	672	17.7%
N23	31.6%	6,061	1,745	28.8%
N07	28.7%	1,391	365	26.2%
Total/Avg.	28.8%	168,018	31,434	18.7%

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

	#	% Total
Yes	36131	85%
No	6181	15%
Total	42312	100%
<unanswered>	93632	69%

<Verify Owner address is correct>

	#	% Total
Yes	5431	91%
No	530	9%
Total	5961	100%
<unanswered>	220	4%

Q2 Did you have the recall service repair completed?

	#	% Total
Yes	977	2%
No	29722	68%
No, I no longer own the vehicle	12941	30%
Total	43640	100%
<unanswered>	92304	68%

If I may ask, which of the following reasons best describes why you have not had the recall service

	#	% Total	% No
* Could not be without my vehicle	282	0.9%	0.9%
* Dealer didn't have parts available	944	2.9%	3.2%
* Dealer Out of Business	20	0.1%	0.1%
Dealer says too large of a backlog to schedule appointment at this tir	0	0.0%	0.0%
* Dealer service hours were inconvenient	120	0.4%	0.4%
* Dealer unaware of recall, too busy, not supportive	320	1.0%	1.1%
* Dealer was too far away	292	0.9%	1.0%
* Did not consider the issue important enough/wasn't priority	4708	14.6%	15.8%
* Did not have access to my vehicle	233	0.7%	0.8%
* Didn't think recall applied to their vehicle	1572	4.9%	5.3%
* Forgot about the recall	693	2.1%	2.3%
* Have appointment	490	1.5%	1.6%
* Haven't had problem with vehicle	175	0.5%	0.6%
* Health issues	928	2.9%	3.1%
* I had the vehicle inspected and the Dealer indicated the repair was	125	0.4%	0.4%
* I spoke with the Dealer and they indicated the repair was not	80	0.2%	0.3%
* Just Received the Recall Notice	9559	29.5%	32.2%
* Lost Recall Notice	331	1.0%	1.1%
* Notice said parts aren't available until July	36	0.1%	0.1%
* Plans to Trade/Sell Vehicle	227	0.7%	0.8%
* Someone Else Takes Care of Vehicle	558	1.7%	1.9%
* Tried to contact dealer (e.g., website, called dealer, etc), dealer did	159	0.5%	0.5%
* Unable to Read/Didn't Know What to do	697	2.2%	2.3%
* Vehicle not operable	2291	7.1%	7.7%
* Was not aware of recall	3639	11.2%	12.2%
* Wasn't sure if vehicle recall service performed	111	0.3%	0.4%
* Other	3760	12%	12.7%
Total	32350	100%	109%
<unanswered>			

No Repair Reason - Dealer Backlog

1-2 Weeks	5	#DIV/0!
2-3 Weeks	5	#DIV/0!
3-6 Weeks	5	#DIV/0!
6+ Weeks	5	#DIV/0!

Total	20	#DIV/0!
<unanswered>	-20	0%

How long ago was the vehicle repaired?		#	% Total	% Cmltv
1 Week or less	(05/19/2015)	11	2%	2%
1 - 2 Weeks ago	(05/12/2015)	5	1%	3%
2 - 3 Weeks ago	(05/05/2015)	6	1%	4%
3 Weeks or longer		577	96%	100%
Total		599	100%	
<unanswered>		378	39%	

When will you be able to have the recall service performed?		#	% Total	% Cmltv
1 Week		4574	16%	16%
2 Weeks		14561	50%	66%
4 Weeks		1005	3%	69%
Sub-Total		20140		
Sometime in the future		6798	23%	93%
Never		2119	7%	100%
Total		29057	100%	
<unanswered>		665	2%	

Warm transfer to dealership?		#	% Total	% 1-4 Week
Yes		12570	48%	62%
No		13413	52%	
Total		25983	100%	
<unanswered>		3739	13%	

Warm transfer dealer backlog		#	% Total
1-2 Weeks		576	0.05
2-3 Weeks		91	0.01
3-6 Weeks		75	0.01
6+ Weeks		66	0.01
Total		808	6%
<unanswered>		11762	94%

Filtered Surveys: 65461

Report Run Date: 5/26/2015

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

	#	% Total
Yes	55034	85%
No	9500	15%
Total	64534	100%
<unanswered>	71410	53%

<Verify Owner address is correct>

	#	% Total
Yes	8635	92%
No	776	8%
Total	9411	100%
<unanswered>	89	1%

Q2 Did you have the recall service repair completed?

	#	% Total
Yes	2539	4%
No	55824	86%
No, I no longer own the vehicle	6819	10%
Total	65182	100%
<unanswered>	70762	52%

If I may ask, which of the following reasons best describes why you have not had the recall service

	#	% Total	% No
* Could not be without my vehicle	1157	1.9%	2.1%
* Dealer didn't have parts available	6441	10.8%	11.5%
* Dealer Out of Business	34	0.1%	0.1%
Dealer says too large of a backlog to schedule appointment at this tir	0	0.0%	0.0%
* Dealer service hours were inconvenient	428	0.7%	0.8%
* Dealer unaware of recall, too busy, not supportive	1108	1.9%	2.0%
* Dealer was too far away	465	0.8%	0.8%
* Did not consider the issue important enough/wasn't priority	9570	16.0%	17.1%
* Did not have access to my vehicle	560	0.9%	1.0%
* Didn't think recall applied to their vehicle	2177	3.6%	3.9%
* Forgot about the recall	1680	2.8%	3.0%
* Have appointment	2044	3.4%	3.7%
* Haven't had problem with vehicle	196	0.3%	0.4%
* Health issues	1684	2.8%	3.0%
* I had the vehicle inspected and the Dealer indicated the repair was	316	0.5%	0.6%
* I spoke with the Dealer and they indicated the repair was not	279	0.5%	0.5%
* Just Received the Recall Notice	12691	21.2%	22.7%
* Lost Recall Notice	557	0.9%	1.0%
* Notice said parts aren't available until July	112	0.2%	0.2%
* Plans to Trade/Sell Vehicle	151	0.3%	0.3%
* Someone Else Takes Care of Vehicle	1425	2.4%	2.6%
* Tried to contact dealer (e.g., website, called dealer, etc), dealer did	510	0.9%	0.9%
* Unable to Read/Didn't Know What to do	1092	1.8%	2.0%
* Vehicle not operable	1039	1.7%	1.9%
* Was not aware of recall	7580	12.7%	13.6%
* Wasn't sure if vehicle recall service performed	259	0.4%	0.5%
* Other	6327	11%	11.3%
Total	59882	100%	107%
<unanswered>			

No Repair Reason - Dealer Backlog

1-2 Weeks	17	#DIV/0!
2-3 Weeks	17	#DIV/0!

3-6 Weeks	17	#DIV/0!
6+ Weeks	17	#DIV/0!
Total	68	#DIV/0!
<unanswered>	-68	0%

How long ago was the vehicle repaired?	#	% Total	% Cmltv
1 Week or less (05/19/2015)	54	3%	3%
1 - 2 Weeks ago (05/12/2015)	24	1%	5%
2 - 3 Weeks ago (05/05/2015)	70	4%	9%
3 Weeks or longer	1581	91%	100%
Total	1729	100%	
<unanswered>	810	32%	

When will you be able to have the recall service performed?	#	% Total	% Cmltv
1 Week	9399	17%	17%
2 Weeks	29274	54%	71%
4 Weeks	2069	4%	75%
Sub-Total	40742		
Sometime in the future	12090	22%	97%
Never	1748	3%	100%
Total	54580	100%	
<unanswered>	1244	2%	

Warm transfer to dealership?	#	% Total	% 1-4 Week
Yes	24960	48%	61%
No	26510	52%	
Total	51470	100%	
<unanswered>	4354	8%	

Warm transfer dealer backlog	#	% Total
1-2 Weeks	1150	0.05
2-3 Weeks	298	0.01
3-6 Weeks	256	0.01
6+ Weeks	265	0.01
Total	1969	8%
<unanswered>	22991	92%

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

	#	% Total
Yes	6098	93%
No	446	7%
Total	6544	100%
<unanswered>	129400	95%

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	#	% Total
Yes	320	77%
No	98	23%
Total	418	100%
<unanswered>	28	6%

Q2 Did you have the recall service repair completed?

	#	% Total
Yes	321	5%
No	5823	89%
No, I no longer own the vehicle	407	6%
Total	6551	100%
<unanswered>	129393	95%

If I may ask, which of the following reasons best describes why you have not had the recall service

	#	% Total	% No
* Could not be without my vehicle	85	1.3%	1.5%
* Dealer didn't have parts available	1044	16.4%	17.9%
* Dealer Out of Business	1	0.0%	0.0%
Dealer says too large of a backlog to schedule appointment at this tir	0	0.0%	0.0%
* Dealer service hours were inconvenient	122	1.9%	2.1%
* Dealer unaware of recall, too busy, not supportive	203	3.2%	3.5%
* Dealer was too far away	50	0.8%	0.9%
* Did not consider the issue important enough/wasn't priority	1522	23.9%	26.1%
* Did not have access to my vehicle	74	1.2%	1.3%
* Didn't think recall applied to their vehicle	22	0.3%	0.4%
* Forgot about the recall	88	1.4%	1.5%
* Have appointment	177	2.8%	3.0%
* Haven't had problem with vehicle	16	0.3%	0.3%
* Health issues	39	0.6%	0.7%
* I had the vehicle inspected and the Dealer indicated the repair was	17	0.3%	0.3%
* I spoke with the Dealer and they indicated the repair was not	11	0.2%	0.2%
* Just Received the Recall Notice	1546	24.3%	26.5%
* Lost Recall Notice	12	0.2%	0.2%
* Notice said parts aren't available until July	3	0.0%	0.1%
* Plans to Trade/Sell Vehicle	12	0.2%	0.2%
* Someone Else Takes Care of Vehicle	168	2.6%	2.9%
* Tried to contact dealer (e.g., website, called dealer, etc), dealer did	231	3.6%	4.0%
* Unable to Read/Didn't Know What to do	30	0.5%	0.5%
* Vehicle not operable	13	0.2%	0.2%
* Was not aware of recall	570	9.0%	9.8%
* Wasn't sure if vehicle recall service performed	75	1.2%	1.3%
* Other	235	4%	4.0%
Total	6366	100%	109%
<unanswered>			

No Repair Reason - Dealer Backlog

1-2 Weeks	0	#DIV/0!
2-3 Weeks	0	#DIV/0!

3-6 Weeks	0	#DIV/0!
6+ Weeks	0	#DIV/0!
Total	0	#DIV/0!
<unanswered>	0	0%

How long ago was the vehicle repaired?	#	% Total	% Cmltv
1 Week or less (05/19/2015)	1	0%	0%
1 - 2 Weeks ago (05/12/2015)	0	0%	0%
2 - 3 Weeks ago (05/05/2015)	0	0%	0%
3 Weeks or longer	273	100%	100%
Total	274	100%	
<unanswered>	47	15%	

When will you be able to have the recall service performed?	#	% Total	% Cmltv
1 Week	1846	32%	32%
2 Weeks	2920	51%	83%
4 Weeks	85	1%	85%
Sub-Total	4851		
Sometime in the future	839	15%	99%
Never	37	1%	100%
Total	5727	100%	
<unanswered>	96	2%	

Warm transfer to dealership?	#	% Total	% 1-4 Week
Yes	3874	69%	80%
No	1712	31%	
Total	5586	100%	
<unanswered>	237	4%	

Warm transfer dealer backlog	#	% Total
1-2 Weeks	0	0
2-3 Weeks	0	0
3-6 Weeks	0	0
6+ Weeks	0	0
Total	0	0%
<unanswered>	3874	100%

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

	#	% Total
Yes	1491	81%
No	339	19%
Total	1830	100%
<unanswered>	134114	99%

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	#	% Total
Yes	209	72%
No	83	28%
Total	292	100%
<unanswered>	47	14%

Q2 Did you have the recall service repair completed?

	#	% Total
Yes	48	3%
No	1523	80%
No, I no longer own the vehicle	325	17%
Total	1896	100%
<unanswered>	134048	99%

If I may ask, which of the following reasons best describes why you have not had the recall service

	#	% Total	% No
* Could not be without my vehicle	78	4.5%	5.1%
* Dealer didn't have parts available	44	2.5%	2.9%
* Dealer Out of Business	0	0.0%	0.0%
Dealer says too large of a backlog to schedule appointment at this tir	0	0.0%	0.0%
* Dealer service hours were inconvenient	17	1.0%	1.1%
* Dealer unaware of recall, too busy, not supportive	11	0.6%	0.7%
* Dealer was too far away	9	0.5%	0.6%
* Did not consider the issue important enough/wasn't priority	340	19.6%	22.3%
* Did not have access to my vehicle	21	1.2%	1.4%
* Didn't think recall applied to their vehicle	2	0.1%	0.1%
* Forgot about the recall	19	1.1%	1.2%
* Have appointment	36	2.1%	2.4%
* Haven't had problem with vehicle	5	0.3%	0.3%
* Health issues	18	1.0%	1.2%
* I had the vehicle inspected and the Dealer indicated the repair was	2	0.1%	0.1%
* I spoke with the Dealer and they indicated the repair was not	4	0.2%	0.3%
* Just Received the Recall Notice	605	35.0%	39.7%
* Lost Recall Notice	4	0.2%	0.3%
* Notice said parts aren't available until July	0	0.0%	0.0%
* Plans to Trade/Sell Vehicle	4	0.2%	0.3%
* Someone Else Takes Care of Vehicle	97	5.6%	6.4%
* Tried to contact dealer (e.g., website, called dealer, etc), dealer did	15	0.9%	1.0%
* Unable to Read/Didn't Know What to do	7	0.4%	0.5%
* Vehicle not operable	13	0.8%	0.9%
* Was not aware of recall	233	13.5%	15.3%
* Wasn't sure if vehicle recall service performed	3	0.2%	0.2%
* Other	144	8%	9.5%
Total	1731	100%	114%
<unanswered>			

No Repair Reason - Dealer Backlog

1-2 Weeks	0	#DIV/0!
2-3 Weeks	0	#DIV/0!

3-6 Weeks	0	#DIV/0!
6+ Weeks	0	#DIV/0!
Total	0	#DIV/0!
<unanswered>	0	0%

How long ago was the vehicle repaired?	#	% Total	% Cmltv
1 Week or less (05/19/2015)	0	0%	0%
1 - 2 Weeks ago (05/12/2015)	0	0%	0%
2 - 3 Weeks ago (05/05/2015)	0	0%	0%
3 Weeks or longer	31	100%	100%
Total	31	100%	
<unanswered>	17	35%	

When will you be able to have the recall service performed?	#	% Total	% Cmltv
1 Week	124	8%	8%
2 Weeks	1010	67%	76%
4 Weeks	16	1%	77%
Sub-Total	1150		
Sometime in the future	328	22%	99%
Never	21	1%	100%
Total	1499	100%	
<unanswered>	24	2%	

Warm transfer to dealership?	#	% Total	% 1-4 Week
Yes	873	60%	76%
No	570	40%	
Total	1443	100%	
<unanswered>	80	5%	

Warm transfer dealer backlog	#	% Total
1-2 Weeks	0	0
2-3 Weeks	0	0
3-6 Weeks	0	0
6+ Weeks	0	0
Total	0	0%
<unanswered>	873	100%

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

	#	% Total
Yes	6433	92%
No	564	8%
Total	6997	100%
<unanswered>	128947	95%

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	#	% Total
Yes	421	79%
No	115	21%
Total	536	100%
<unanswered>	28	5%

Q2 Did you have the recall service repair completed?

	#	% Total
Yes	298	4%
No	6009	86%
No, I no longer own the vehicle	681	10%
Total	6988	100%
<unanswered>	128956	95%

If I may ask, which of the following reasons best describes why you have not had the recall service

	#	% Total	% No
* Could not be without my vehicle	141	2.1%	2.3%
* Dealer didn't have parts available	389	5.9%	6.5%
* Dealer Out of Business	0	0.0%	0.0%
Dealer says too large of a backlog to schedule appointment at this tir	0	0.0%	0.0%
* Dealer service hours were inconvenient	129	2.0%	2.1%
* Dealer unaware of recall, too busy, not supportive	185	2.8%	3.1%
* Dealer was too far away	51	0.8%	0.8%
* Did not consider the issue important enough/wasn't priority	1788	27.2%	29.8%
* Did not have access to my vehicle	37	0.6%	0.6%
* Didn't think recall applied to their vehicle	35	0.5%	0.6%
* Forgot about the recall	113	1.7%	1.9%
* Have appointment	145	2.2%	2.4%
* Haven't had problem with vehicle	21	0.3%	0.3%
* Health issues	131	2.0%	2.2%
* I had the vehicle inspected and the Dealer indicated the repair was	20	0.3%	0.3%
* I spoke with the Dealer and they indicated the repair was not	19	0.3%	0.3%
* Just Received the Recall Notice	1903	29.0%	31.7%
* Lost Recall Notice	29	0.4%	0.5%
* Notice said parts aren't available until July	1	0.0%	0.0%
* Plans to Trade/Sell Vehicle	6	0.1%	0.1%
* Someone Else Takes Care of Vehicle	175	2.7%	2.9%
* Tried to contact dealer (e.g., website, called dealer, etc), dealer did	154	2.3%	2.6%
* Unable to Read/Didn't Know What to do	51	0.8%	0.8%
* Vehicle not operable	20	0.3%	0.3%
* Was not aware of recall	707	10.8%	11.8%
* Wasn't sure if vehicle recall service performed	69	1.1%	1.1%
* Other	244	4%	4.1%
Total	6563	100%	109%
<unanswered>			

No Repair Reason - Dealer Backlog

1-2 Weeks	0	#DIV/0!
2-3 Weeks	0	#DIV/0!

3-6 Weeks	0	#DIV/0!
6+ Weeks	0	#DIV/0!
Total	0	#DIV/0!
<unanswered>	0	0%

How long ago was the vehicle repaired?	#	% Total	% Cmltv
1 Week or less (05/19/2015)	1	0%	0%
1 - 2 Weeks ago (05/12/2015)	0	0%	0%
2 - 3 Weeks ago (05/05/2015)	0	0%	0%
3 Weeks or longer	247	100%	100%
Total	248	100%	
<unanswered>	50	17%	

When will you be able to have the recall service performed?	#	% Total	% Cmltv
1 Week	2033	34%	34%
2 Weeks	2978	50%	84%
4 Weeks	82	1%	86%
Sub-Total	5093		
Sometime in the future	802	14%	99%
Never	42	1%	100%
Total	5937	100%	
<unanswered>	72	1%	

Warm transfer to dealership?	#	% Total	% 1-4 Week
Yes	4166	72%	82%
No	1634	28%	
Total	5800	100%	
<unanswered>	209	3%	

Warm transfer dealer backlog	#	% Total
1-2 Weeks	0	0
2-3 Weeks	0	0
3-6 Weeks	0	0
6+ Weeks	0	0
Total	0	0%
<unanswered>	4166	100%

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

	#	% Total
Yes	6433	92%
No	564	8%
Total	6997	100%
<unanswered>	128947	95%

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	#	% Total
Yes	421	79%
No	115	21%
Total	536	100%
<unanswered>	28	5%

Q2 Did you have the recall service repair completed?

	#	% Total
Yes	298	4%
No	426	86%
No, I no longer own the vehicle	22	10%
Total	6988	100%
<unanswered>	128956	95%

If I may ask, which of the following reasons best describes why you have not had the recall service

	#	% Total	% No
* Could not be without my vehicle	141	2.1%	2.3%
* Dealer didn't have parts available	389	5.9%	6.5%
* Dealer Out of Business	0	0.0%	0.0%
Dealer says too large of a backlog to schedule appointment at this tir	0	0.0%	0.0%
* Dealer service hours were inconvenient	129	2.0%	2.1%
* Dealer unaware of recall, too busy, not supportive	4	2.8%	3.1%
* Dealer was too far away	3	0.8%	0.8%
* Did not consider the issue important enough/wasn't priority	117	27.2%	29.8%
* Did not have access to my vehicle	2	0.6%	0.6%
* Didn't think recall applied to their vehicle	4	0.5%	0.6%
* Forgot about the recall	113	1.7%	1.9%
* Have appointment	24	2.2%	2.4%
* Haven't had problem with vehicle	1	0.3%	0.3%
* Health issues	5	2.0%	2.2%
* I had the vehicle inspected and the Dealer indicated the repair was	20	0.3%	0.3%
* I spoke with the Dealer and they indicated the repair was not	1	0.3%	0.3%
* Just Received the Recall Notice	106	29.0%	31.7%
* Lost Recall Notice	3	0.4%	0.5%
* Notice said parts aren't available until July	1	0.0%	0.0%
* Plans to Trade/Sell Vehicle	0	0.1%	0.1%
* Someone Else Takes Care of Vehicle	19	2.7%	2.9%
* Tried to contact dealer (e.g., website, called dealer, etc), dealer did	7	2.3%	2.6%
* Unable to Read/Didn't Know What to do	1	0.8%	0.8%
* Vehicle not operable	20	0.3%	0.3%
* Was not aware of recall	71	10.8%	16.7%
* Wasn't sure if vehicle recall service performed	69	1.1%	1.1%
* Other	35	4%	4.1%
Total	6563	100%	109%
<unanswered>			

No Repair Reason - Dealer Backlog

1-2 Weeks	0	#DIV/0!
2-3 Weeks	0	#DIV/0!

3-6 Weeks	0	#DIV/0!
6+ Weeks	0	#DIV/0!
Total	0	#DIV/0!
<unanswered>	0	0%

How long ago was the vehicle repaired?	#	% Total	% Cmltv
1 Week or less (05/19/2015)	0	0%	0%
1 - 2 Weeks ago (05/12/2015)	0	0%	0%
2 - 3 Weeks ago (05/05/2015)	0	0%	0%
3 Weeks or longer	40	100%	100%
Total	40	100%	
<unanswered>	50	17%	

When will you be able to have the recall service performed?	#	% Total	% Cmltv
1 Week	2033	34%	34%
2 Weeks	2978	50%	84%
4 Weeks	82	1%	86%
Sub-Total	5093		
Sometime in the future	802	14%	99%
Never	42	1%	100%
Total	5937	100%	
<unanswered>	72	1%	

Warm transfer to dealership?	#	% Total	% 1-4 Week
Yes	4166	72%	82%
No	1634	28%	
Total	5800	100%	
<unanswered>	209	3%	

Warm transfer dealer backlog	#	% Total
1-2 Weeks	0	0
2-3 Weeks	0	0
3-6 Weeks	0	0
6+ Weeks	0	0
Total	0	0%
<unanswered>	4166	100%

Surveys Taken: 5747

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

	#	% Total
Yes	4317	75%
No	1408	25%
Total	5725	100%
<unanswered>	22	0%

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	#	% Total
Yes	1265	91%
No	128	9%
Total	1393	100%
<unanswered>	15	1%

Q2 Did you have the recall service repair completed?

	#	% Total
Yes	530	9%
No	4985	87%
No, I no longer own the vehicle	202	4%
Total	5717	100%
<unanswered>	30	1%

If I may ask, which of the following reasons best describes why you have not had the recall service

	#	% Total	% No
* Did not consider the issue important enough/wasn't priority	1842	37.0%	37.0%
* Was not aware of recall	1321	26.5%	26.5%
* Have appointment	223	4.5%	4.5%
* Health issues	175	3.5%	3.5%
* Someone Else Takes Care of Vehicle	114	2.3%	2.3%
* Could not be without my vehicle	64	1.3%	1.3%
* Just Received the Recall Notice	41	0.8%	0.8%
* Dealer service hours were inconvenient	47	0.9%	0.9%
* Dealer didn't have parts available	137	2.8%	2.7%
* Wasn't sure if vehicle recall service performed	46	0.9%	0.9%
* Dealer was too far away	149	3.0%	3.0%
* Forgot about the recall	92	1.8%	1.8%
* Did not have access to my vehicle	65	1.3%	1.3%
* Plans to Trade/Sell Vehicle	23	0.5%	0.5%
* Haven't had problem with vehicle	74	1.5%	1.5%
* Dealer unaware of recall, too busy, not supportive	86	1.7%	1.7%
* Lost Recall Notice	24	0.5%	0.5%
* I had the vehicle inspected and the Dealer indicated the repair was	39	0.8%	0.8%
* Vehicle not operable	6	0.1%	0.1%
* Tried to contact dealer (e.g., website, called dealer, etc), dealer did	72	1.4%	1.4%
* I spoke with the Dealer and they indicated the repair was not	46	0.9%	0.9%
* Didn't think recall applied to their vehicle	35	0.7%	0.7%
* Unable to Read/Didn't Know What to do	11	0.2%	0.2%
* Dealer Out of Business	1	0.0%	0.0%
* Notice said parts aren't available until July	86	1.7%	1.7%
* No longer own vehicle	0	0.0%	0.0%
* Other	159	3%	3.2%
Total	4978	100%	100%
<unanswered>			

How long ago was the vehicle repaired?

	#	% Total	% Cmltv
1 Week or less (01/01/2013)	0	0%	0%
1 - 2 Weeks ago (12/25/2012)	0	0%	0%

2 - 3 Weeks ago	(12/18/2012)	0	0%	0%
3 Weeks or longer		518	100%	100%
Total		518	100%	
<unanswered>		12	2%	

When will you be able to have the recall service performed?	#	% Total	% Cmltv
1 Week	885	19%	19%
2 Weeks	2453	51%	70%
4 Weeks	447	9%	79%
	Sub-Total	3785	
Sometime in the future	872	18%	98%
Never	110	2%	100%
Total	4767	100%	
<unanswered>	218	4%	

Warm transfer to dealership?	#	% Total	% 1-4 Week
Yes	978	22%	26%
No	3372	78%	
Total	4350	100%	
<unanswered>	635	13%	

Surveys Taken: 11168

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

	#	% Total
Yes	7014	63%
No	4083	37%
Total	11097	100%
<unanswered>	71	1%

<Verify Owner address is correct>

	#	% Total
Yes	3917	93%
No	297	7%
Total	4214	100%
<unanswered>	-131	-3%

Q2 Did you have the recall service repair completed?

	#	% Total
Yes	171	2%
No	10854	98%
No, I no longer own the vehicle	100	1%
Total	11125	100%
<unanswered>	43	0%

If I may ask, which of the following reasons best describes why you have not had the recall service

	#	% Total	% No
* Did not consider the issue important enough/wasn't priority	4510	39.0%	41.6%
* Was not aware of recall	4234	36.6%	39.0%
* Have appointment	330	2.9%	3.0%
* Health issues	306	2.6%	2.8%
* Someone Else Takes Care of Vehicle	474	4.1%	4.4%
* Could not be without my vehicle	103	0.9%	0.9%
* Just Received the Recall Notice	138	1.2%	1.3%
* Dealer service hours were inconvenient	65	0.6%	0.6%
* Dealer didn't have parts available	214	1.9%	2.0%
* Wasn't sure if vehicle recall service performed	165	1.4%	1.5%
* Dealer was too far away	130	1.1%	1.2%
* Forgot about the recall	69	0.6%	0.6%
* Did not have access to my vehicle	69	0.6%	0.6%
* Plans to Trade/Sell Vehicle	27	0.2%	0.2%
* Haven't had problem with vehicle	14	0.1%	0.1%
* Dealer unaware of recall, too busy, not supportive	20	0.2%	0.2%
* Lost Recall Notice	14	0.1%	0.1%
* I had the vehicle inspected and the Dealer indicated the repair was	7	0.1%	0.1%
* Vehicle not operable	21	0.2%	0.2%
* Tried to contact dealer (e.g., website, called dealer, etc), dealer did	68	0.6%	0.6%
* I spoke with the Dealer and they indicated the repair was not	12	0.1%	0.1%
* Didn't think recall applied to their vehicle	18	0.2%	0.2%
* Unable to Read/Didn't Know What to do	15	0.1%	0.1%
* Dealer Out of Business	4	0.0%	0.0%
* Notice said parts aren't available until July	0	0.0%	0.0%
* No longer own vehicle	0	0.0%	0.0%
* Other	540	5%	5.0%
Total	11567	100%	107%
<unanswered>			

How long ago was the vehicle repaired?

	#	% Total	% Cmltv
1 Week or less (07/26/2013)	0	0%	0%
1 - 2 Weeks ago (07/19/2013)	0	0%	0%

2 - 3 Weeks ago	(07/12/2013)	0	0%	0%
3 Weeks or longer		157	100%	100%
Total		157	100%	
<unanswered>		14	8%	

When will you be able to have the recall service performed?	#	% Total	% Cmltv
1 Week	935	9%	9%
2 Weeks	4970	48%	57%
4 Weeks	2761	27%	84%
	Sub-Total	8666	
Sometime in the future	1553	15%	99%
Never	61	1%	100%
Total	10280	100%	
<unanswered>	574	5%	

Warm transfer to dealership?	#	% Total	% 1-4 Week
Yes	1744	17%	20%
No	8337	83%	
Total	10081	100%	
<unanswered>	773	7%	

Surveys Taken: 7682

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

	#	% Total
Yes	4262	56%
No	3355	44%
Total	7617	100%
<unanswered>	65	1%

<Verify Owner address is correct>	#	% Total
Yes	3023	92%
No	265	8%
Total	3288	100%
<unanswered>	67	2%

Q2 Did you have the recall service repair completed?

	#	% Total
Yes	187	2%
No	7323	97%
No, I no longer own the vehicle	64	1%
Total	7574	100%
<unanswered>	108	1%

If I may ask, which of the following reasons best describes why you have not had the recall service

	#	% Total	% No
* Did not consider the issue important enough/wasn't priority	2076	24.7%	28.3%
* Was not aware of recall	3123	37.1%	42.6%
* Have appointment	143	1.7%	2.0%
* Health issues	225	2.7%	3.1%
* Someone Else Takes Care of Vehicle	745	8.8%	10.2%
* Could not be without my vehicle	97	1.2%	1.3%
* Just Received the Recall Notice	267	3.2%	3.6%
* Dealer service hours were inconvenient	40	0.5%	0.5%
* Dealer didn't have parts available	185	2.2%	2.5%
* Wasn't sure if vehicle recall service performed	48	0.6%	0.7%
* Dealer was too far away	75	0.9%	1.0%
* Forgot about the recall	102	1.2%	1.4%
* Did not have access to my vehicle	87	1.0%	1.2%
* Plans to Trade/Sell Vehicle	13	0.2%	0.2%
* Haven't had problem with vehicle	19	0.2%	0.3%
* Dealer unaware of recall, too busy, not supportive	35	0.4%	0.5%
* Lost Recall Notice	42	0.5%	0.6%
* I had the vehicle inspected and the Dealer indicated the repair was not	18	0.2%	0.2%
* Vehicle not operable	81	1.0%	1.1%
* Tried to contact dealer (e.g., website, called dealer, etc), dealer did not	52	0.6%	0.7%
* I spoke with the Dealer and they indicated the repair was not necessary	23	0.3%	0.3%
* Didn't think recall applied to their vehicle	52	0.6%	0.7%
* Unable to Read/Didn't Know What to do	17	0.2%	0.2%
* Dealer Out of Business	7	0.1%	0.1%
* Notice said parts aren't available until July	1	0.0%	0.0%
* No longer own vehicle	0	0.0%	0.0%
* Other	846	10%	11.6%
Total	8419	100%	115%
<unanswered>			

How long ago was the vehicle repaired?

	#	% Total	% Cmltv
1 Week or less (05/17/2012)	97	70%	70%
1 - 2 Weeks ago (05/10/2012)	5	4%	73%
2 - 3 Weeks ago (05/03/2012)	0	0%	73%
3 Weeks or longer	37	27%	100%

Total	139	100%
<unanswered>	48	26%

When will you be able to have the recall service performed?	#	% Total	% Cmltv
1 Week	381	5%	5%
2 Weeks	4630	66%	72%
4 Weeks	999	14%	86%
Sub-Total		6010	
Sometime in the future	876	13%	99%
Never	89	1%	100%
Total	6975	100%	
<unanswered>	348	5%	

Warm transfer to dealership?	#	% Total	% 1-4 Week
Yes	1627	24%	27%
No	5126	76%	
Total	6753	100%	
<unanswered>	570	8%	

Surveys Taken: 1496

Report Run Date: 4/8/2014

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

	#	% Total
Yes	1025	69%
No	457	31%
Total	1482	100%
<unanswered>	14	1%

<Verify Owner address is correct>

	#	% Total
Yes	414	93%
No	33	7%
Total	447	100%
<unanswered>	10	2%

Q2 Did you have the recall service repair completed?

	#	% Total
Yes	35	2%
No	1434	97%
No, I no longer own the vehicle	8	1%
Total	1477	100%
<unanswered>	19	1%

If I may ask, which of the following reasons best describes why you have not had the recall service

	#	% Total	% No
* Did not consider the issue important enough/wasn't priority	612	39.3%	42.7%
* Was not aware of recall	395	25.3%	27.5%
* Have appointment	23	1.5%	1.6%
* Health issues	29	1.9%	2.0%
* Someone Else Takes Care of Vehicle	105	6.7%	7.3%
* Could not be without my vehicle	13	0.8%	0.9%
* Just Received the Recall Notice	25	1.6%	1.7%
* Dealer service hours were inconvenient	16	1.0%	1.1%
* Dealer didn't have parts available	26	1.7%	1.8%
* Wasn't sure if vehicle recall service performed	14	0.9%	1.0%
* Dealer was too far away	33	2.1%	2.3%
* Forgot about the recall	8	0.5%	0.6%
* Did not have access to my vehicle	36	2.3%	2.5%
* Plans to Trade/Sell Vehicle	8	0.5%	0.6%
* Haven't had problem with vehicle	15	1.0%	1.0%
* Dealer unaware of recall, too busy, not supportive	10	0.6%	0.7%
* Lost Recall Notice	5	0.3%	0.3%
* I had the vehicle inspected and the Dealer indicated the repair was	5	0.3%	0.3%
* Vehicle not operable	1	0.1%	0.1%
* Tried to contact dealer (e.g., website, called dealer, etc), dealer did	13	0.8%	0.9%
* I spoke with the Dealer and they indicated the repair was not	4	0.3%	0.3%
* Didn't think recall applied to their vehicle	17	1.1%	1.2%
* Unable to Read/Didn't Know What to do	4	0.3%	0.3%
* Dealer Out of Business	1	0.1%	0.1%
* Notice said parts aren't available until July	2	0.1%	0.1%
* No longer own vehicle	0	0.0%	0.0%
* Other	139	9%	9.7%
Total	1559	100%	109%
<unanswered>			

How long ago was the vehicle repaired?

	#	% Total	% Cmltv
1 Week or less (05/17/2012)	26	96%	96%
1 - 2 Weeks ago (05/10/2012)	0	0%	96%

2 - 3 Weeks ago	(05/03/2012)	0	0%	96%
3 Weeks or longer		1	4%	100%
Total		27	100%	
<unanswered>		8	23%	

When will you be able to have the recall service performed?	#	% Total	% Cmltv
1 Week	47	3%	3%
2 Weeks	876	64%	67%
4 Weeks	123	9%	76%
	Sub-Total	1046	
Sometime in the future	231	17%	93%
Never	92	7%	100%
Total	1369	100%	
<unanswered>	65	5%	

Warm transfer to dealership?	#	% Total	% 1-4 Week
Yes	225	18%	22%
No	1019	82%	
Total	1244	100%	
<unanswered>	190	13%	

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

	#	% Total
Yes	3518	69%
No	1787	31%
Total	5305	100%
<unanswered>	14	1%

<Verify Owner address is correct>

	#	% Total
Yes	1563	93%
No	215	7%
Total	447	100%
<unanswered>	10	2%

Q2 Did you have the recall service repair completed?

	#	% Total
Yes	293	2%
No	4882	97%
No, I no longer own the vehicle	103	1%
Total	1477	100%
<unanswered>	19	1%

If I may ask, which of the following reasons best describes why you have not had the recall service

	#	% Total	% No
* Did not consider the issue important enough/wasn't priority	1567	39.3%	32.1%
* Was not aware of recall	1989	25.3%	40.7%
* Have appointment	267	1.5%	5.5%
* Health issues	149	1.9%	3.1%
* Someone Else Takes Care of Vehicle	362	6.7%	7.4%
* Could not be without my vehicle	56	0.8%	1.1%
* Just Received the Recall Notice	317	1.6%	6.5%
* Dealer service hours were inconvenient	47	1.0%	1.0%
* Dealer didn't have parts available	30	1.7%	0.6%
* Wasn't sure if vehicle recall service performed	8	0.9%	0.2%
* Dealer was too far away	41	2.1%	0.8%
* Forgot about the recall	149	0.5%	3.1%
* Did not have access to my vehicle	15	2.3%	0.3%
* Plans to Trade/Sell Vehicle	7	0.5%	0.1%
* Haven't had problem with vehicle	1	1.0%	0.0%
* Dealer unaware of recall, too busy, not supportive	32	0.6%	0.7%
* Lost Recall Notice	20	0.3%	0.4%
* I had the vehicle inspected and the Dealer indicated the repair was	0	0.3%	0.0%
* Vehicle not operable	10	0.1%	0.2%
* Tried to contact dealer (e.g., website, called dealer, etc), dealer did	21	0.8%	0.4%
* I spoke with the Dealer and they indicated the repair was not	5	0.3%	0.1%
* Didn't think recall applied to their vehicle	8	1.1%	0.2%
* Unable to Read/Didn't Know What to do	1	0.3%	0.0%
* Dealer Out of Business	1	0.1%	0.0%
* Notice said parts aren't available until July	2	0.1%	0.0%
* No longer own vehicle	0	0.0%	0.0%
* Other	430	9%	8.8%
Total	5535	100%	113%
<unanswered>			

How long ago was the vehicle repaired?

	#	% Total	% Cmltv
1 Week or less (05/17/2012)	264	100%	100%
1 - 2 Weeks ago (05/10/2012)	0	0%	100%

2 - 3 Weeks ago	(05/03/2012)	0	0%	100%
3 Weeks or longer		0	0%	100%
Total		264	100%	
<unanswered>		29	10%	

When will you be able to have the recall service performed?	#	% Total	% Cmltv
1 Week	274	3%	3%
2 Weeks	2915	64%	67%
4 Weeks	348	9%	76%
	Sub-Total	1046	
Sometime in the future	1209	17%	93%
Never	39	7%	100%
Total	1369	100%	
<unanswered>	65	5%	

Warm transfer to dealership?	#	% Total	% 1-4 Week
Yes	1623	18%	22%
No	3039	82%	
Total	1244	100%	
<unanswered>	190	13%	

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

	#	% Total
Yes	3518	69%
No	1787	31%
Total	5305	100%
<unanswered>	14	1%

<Verify Owner address is correct>

	#	% Total
Yes	1563	93%
No	215	7%
Total	447	100%
<unanswered>	10	2%

Q2 Did you have the recall service repair completed?

	#	% Total
Yes	293	2%
No	3436	97%
No, I no longer own the vehicle	93	1%
Total	1477	100%
<unanswered>	19	1%

If I may ask, which of the following reasons best describes why you have not had the recall service

	#	% Total	% No
* Did not consider the issue important enough/wasn't priority	672	39.3%	19.6%
* Was not aware of recall	1230	25.3%	35.8%
* Have appointment	120	1.5%	3.5%
* Health issues	57	1.9%	1.7%
* Someone Else Takes Care of Vehicle	202	6.7%	5.9%
* Could not be without my vehicle	21	0.8%	1.1%
* Just Received the Recall Notice	70	1.6%	2.0%
* Dealer service hours were inconvenient	18	1.0%	1.0%
* Dealer didn't have parts available	794	1.7%	0.6%
* Wasn't sure if vehicle recall service performed	42	0.9%	0.2%
* Dealer was too far away	21	2.1%	0.6%
* Forgot about the recall	73	0.5%	3.1%
* Did not have access to my vehicle	3	2.3%	0.1%
* Plans to Trade/Sell Vehicle	8	0.5%	0.2%
* Haven't had problem with vehicle	4	1.0%	0.1%
* Dealer unaware of recall, too busy, not supportive	87	0.6%	2.5%
* Lost Recall Notice	15	0.3%	0.4%
* I had the vehicle inspected and the Dealer indicated the repair was	26	0.3%	0.0%
* Vehicle not operable	5	0.1%	0.2%
* Tried to contact dealer (e.g., website, called dealer, etc), dealer did	73	0.8%	2.1%
* I spoke with the Dealer and they indicated the repair was not	17	0.3%	0.5%
* Didn't think recall applied to their vehicle	8	1.1%	0.2%
* Unable to Read/Didn't Know What to do	1	0.3%	0.0%
* Dealer Out of Business	0	0.1%	0.0%
* Notice said parts aren't available until July	7	0.1%	0.2%
* No longer own vehicle	0	0.0%	0.0%
* Other	394	9%	11.5%
Total	5535	100%	113%
<unanswered>			

How long ago was the vehicle repaired?

	#	% Total	% Cmltv
1 Week or less (04/01/2014)	1	0%	0%
1 - 2 Weeks ago (03/25/2014)	0	0%	0%

2 - 3 Weeks ago	(03/18/2014)	0	0%	0%
3 Weeks or longer		207	100%	100%
Total		208	100%	
<unanswered>		29	10%	

When will you be able to have the recall service performed?	#	% Total	% Cmltv
1 Week	274	3%	3%
2 Weeks	2915	64%	67%
4 Weeks	348	9%	76%
	Sub-Total	1046	
Sometime in the future	1209	17%	93%
Never	39	7%	100%
Total	1369	100%	
<unanswered>	65	5%	

Warm transfer to dealership?	#	% Total	% 1-4 Week
Yes	1623	18%	22%
No	3039	82%	
Total	1244	100%	
<unanswered>	190	13%	

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

	#	% Total
Yes	4380	73%
No	1637	27%
Total	6017	100%
<unanswered>	44	1%

<Verify Owner address is correct>

	#	% Total
Yes	1480	93%
No	112	7%
Total	1592	100%
<unanswered>	45	3%

Q2 Did you have the recall service repair completed?

	#	% Total
Yes	258	4%
No	5521	92%
No, I no longer own the vehicle	199	3%
Total	5978	100%
<unanswered>	83	1%

If I may ask, which of the following reasons best describes why you have not had the recall service

	#	% Total	% No
* Did not consider the issue important enough/wasn't priority	1745	28.2%	31.6%
* Was not aware of recall	1888	30.5%	34.2%
* Have appointment	306	4.9%	5.5%
* Health issues	153	2.5%	2.8%
* Someone Else Takes Care of Vehicle	382	6.2%	6.9%
* Could not be without my vehicle	59	1.0%	1.1%
* Just Received the Recall Notice	535	8.6%	9.7%
* Dealer service hours were inconvenient	34	0.5%	0.6%
* Dealer didn't have parts available	56	0.9%	1.0%
* Wasn't sure if vehicle recall service performed	16	0.3%	0.3%
* Dealer was too far away	71	1.1%	1.3%
* Forgot about the recall	155	2.5%	2.8%
* Did not have access to my vehicle	43	0.7%	0.8%
* Plans to Trade/Sell Vehicle	10	0.2%	0.2%
* Haven't had problem with vehicle	22	0.4%	0.4%
* Dealer unaware of recall, too busy, not supportive	61	1.0%	1.1%
* Lost Recall Notice	30	0.5%	0.5%
* I had the vehicle inspected and the Dealer indicated the repair was	10	0.2%	0.2%
* Vehicle not operable	30	0.5%	0.5%
* Tried to contact dealer (e.g., website, called dealer, etc), dealer did	24	0.4%	0.4%
* I spoke with the Dealer and they indicated the repair was not	9	0.1%	0.2%
* Didn't think recall applied to their vehicle	13	0.2%	0.2%
* Unable to Read/Didn't Know What to do	16	0.3%	0.3%
* Dealer Out of Business	3	0.0%	0.1%
* Notice said parts aren't available until July	8	0.1%	0.1%
* No longer own vehicle	0	0.0%	0.0%
* Other	506	8%	9.2%
Total	6185	100%	112%
<unanswered>			

How long ago was the vehicle repaired?

	#	% Total	% Cmltv
1 Week or less (04/01/2014)	47	20%	20%
1 - 2 Weeks ago (03/25/2014)	22	9%	29%

2 - 3 Weeks ago	(03/18/2014)	13	5%	35%
3 Weeks or longer		155	65%	100%
Total		237	100%	
<unanswered>		21	8%	

When will you be able to have the recall service performed?	#	% Total	% Cmltv
1 Week	265	5%	5%
2 Weeks	3465	64%	69%
4 Weeks	413	8%	77%
	Sub-Total	4143	
Sometime in the future	1215	22%	99%
Never	53	1%	100%
Total	5411	100%	
<unanswered>	110	2%	

Warm transfer to dealership?	#	% Total	% 1-4 Week
Yes	1752	33%	42%
No	3482	67%	
Total	5234	100%	
<unanswered>	287	5%	

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

	#	% Total
Yes	866	63%
No	510	37%
Total	1376	100%
<unanswered>	15	1%

<Verify Owner address is correct>

	#	% Total
Yes	457	92%
No	39	8%
Total	496	100%
<unanswered>	14	3%

Q2 Did you have the recall service repair completed?

	#	% Total
Yes	71	5%
No	1271	93%
No, I no longer own the vehicle	26	2%
Total	1368	100%
<unanswered>	23	2%

If I may ask, which of the following reasons best describes why you have not had the recall service

	#	% Total	% No
* Did not consider the issue important enough/wasn't priority	365	24.7%	28.7%
* Was not aware of recall	530	35.9%	41.7%
* Have appointment	46	3.1%	3.6%
* Health issues	26	1.8%	2.0%
* Someone Else Takes Care of Vehicle	109	7.4%	8.6%
* Could not be without my vehicle	10	0.7%	0.8%
* Just Received the Recall Notice	17	1.2%	1.3%
* Dealer service hours were inconvenient	23	1.6%	1.8%
* Dealer didn't have parts available	85	5.8%	6.7%
* Wasn't sure if vehicle recall service performed	13	0.9%	1.0%
* Dealer was too far away	13	0.9%	1.0%
* Forgot about the recall	18	1.2%	1.4%
* Did not have access to my vehicle	8	0.5%	0.6%
* Plans to Trade/Sell Vehicle	0	0.0%	0.0%
* Haven't had problem with vehicle	1	0.1%	0.1%
* Dealer unaware of recall, too busy, not supportive	9	0.6%	0.7%
* Lost Recall Notice	2	0.1%	0.2%
* I had the vehicle inspected and the Dealer indicated the repair was	0	0.0%	0.0%
* Vehicle not operable	9	0.6%	0.7%
* Tried to contact dealer (e.g., website, called dealer, etc), dealer did	11	0.7%	0.9%
* I spoke with the Dealer and they indicated the repair was not	0	0.0%	0.0%
* Didn't think recall applied to their vehicle	7	0.5%	0.6%
* Unable to Read/Didn't Know What to do	1	0.1%	0.1%
* Dealer Out of Business	0	0.0%	0.0%
* Notice said parts aren't available until July	2	0.1%	0.2%
* No longer own vehicle	0	0.0%	0.0%
* Other	172	12%	13.5%
Total	1477	100%	116%
<unanswered>			

How long ago was the vehicle repaired?

	#	% Total	% Cmltv
1 Week or less (05/17/2012)	55	100%	100%
1 - 2 Weeks ago (05/10/2012)	0	0%	100%

2 - 3 Weeks ago	(05/03/2012)	0	0%	100%
3 Weeks or longer		0	0%	100%
Total		55	100%	
<unanswered>		16	23%	

When will you be able to have the recall service performed?	#	% Total	% Cmltv
1 Week	56	4%	4%
2 Weeks	677	54%	58%
4 Weeks	114	9%	68%
	Sub-Total	847	
Sometime in the future	398	32%	99%
Never	8	1%	100%
Total	1253	100%	
<unanswered>	18	1%	

Warm transfer to dealership?	#	% Total	% 1-4 Week
Yes	279	23%	33%
No	955	77%	
Total	1234	100%	
<unanswered>	37	3%	

A document titled
Organizational Chart of FCA US Employees.pdf
was SUBMITTED TO THE NHTSA OFFICE OF CHIEF
COUNSEL WITH A REQUEST FOR CONFIDENTIAL



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GlobalAutomakers

May 29, 2015

The Honorable Mark Rosekind, Ph.D.
Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

RE: Retooling Recalls
NHTSA Docket 2015-0038

Dear Administrator Rosekind:

The Alliance of Automobile Manufacturers, Inc.¹ ("Alliance") and the Association of Global Automakers, Inc.² ("Global Automakers") are pleased to have this opportunity to provide comments to the docket you have established to collect suggestions and information about how we can collectively improve the participation rates on safety-related recalls. Your call for public comments arises from the public workshop sponsored by NHTSA on April 28, 2015 that brought together auto makers, auto dealers, safety advocates, researchers and others to discuss how to improve recall participation rates.

At the outset, the Alliance and Global Automakers wish to commend you for convening this workshop and for bringing a spotlight onto the problem of recall participation rates, particularly for older model vehicles. As you know, the national average recall participation rate is about 75%, where it has been for the last several decades. However, the rate varies considerably with the age of the vehicle at the time of the recall. For relatively new vehicles, the participation rate averages 83%, while that rate falls almost in half to 44% for vehicles 5-10 years old. The participation rate drops again to 15% for vehicles older than 10 years.

The Alliance and Global Automakers support your call for suggestions for reasonable efforts to improve safety recall participation rates. Our members want all recalled vehicles to be remedied, and we welcome your call for a national discussion on how to achieve that goal. However, we believe that the discussion must include the many stakeholders who will need to

¹ The Alliance is a trade association whose members are: BMW Group, Fiat Chrysler LLC, Ford Motor Company, General Motors Company, Jaguar Land Rover, Mazda, Mercedes-Benz USA, Mitsubishi Motors, Porsche Cars North America, Toyota, Volkswagen Group of America and Volvo Cars of North America.

² Global Automakers is a trade association whose members are: American Honda Motor Co., Aston Martin Lagonda of North America, Inc., Ferrari North America, Inc., Hyundai Motor America, Isuzu Motors America, Inc., Kia Motors America, Inc., Maserati North America, Inc., McLaren Automotive Ltd., Nissan North America, Inc., Subaru of America, Inc., Suzuki Motor of America, Inc., and Toyota Motor North America, Inc.

be part of the solution, including vehicle owners, authorized dealers, independent service providers, auto insurance companies, as well as our members, NHTSA and others.

To better understand and help improve the consumer participation rate in vehicle recalls, the Alliance has begun a nationwide, multi-dimensional research initiative designed to identify issues leading to non-participation and possible approaches to improve participation. Through a variety of research techniques, including both qualitative and quantitative tools, along with traditional and cutting-edge methodologies, researchers will explore the issue of motor vehicle recalls and consumer compliance to provide findings and recommendations by fall 2015.

At the recent recall participation rates workshop, numerous suggestions and strategies were discussed. Some of them warrant attention in these comments.

First, the Alliance and Global Automakers wish to comment on the concept that was raised during the workshop that "salvaged parts" might be a solution for recall part shortages. Vehicle manufacturers strongly disagree that salvaged parts are ever an appropriate solution for recall part shortages, but particularly when the part at issue is as complicated as an airbag. There is simply no way to know whether a salvaged part has been through trauma (such as a flood) that might have compromised its performance. Unless and until salvage part suppliers are held responsible for the performance of the parts they supply, we cannot agree that salvaged parts would ever be appropriate as a solution for recall part shortages.

Second, there was extensive discussion at the workshop about the concept that vehicle re-registrations should be linked to evidence of recall participation. The Alliance and Global Automakers see promise in this approach as one possible means for increasing recall participation rates. However, there are several factors that must be taken into account before implementing a system that makes registration contingent on recall participation. Most likely, any requirement linking vehicle registrations to participation in open recalls would require state legislation in each of the 50 states and other jurisdictions (such as the District of Columbia and Puerto Rico). One factor that requires consideration is the availability of remedy parts in those recalls that are phased over time or geography. Owners should not be denied re-registration for failing to participate in a recall for which they cannot yet obtain parts. Also to be considered are the implications for the state Departments of Motor Vehicles ("DMVs") such as the need for changes to their registration process and computer systems, as well as procedures for addressing customer service issues. As an interim step, while these factors are being considered by stakeholders, state DMVs should consider notifying vehicle owners of open recalls (based on information in NHTSA's VIN lookup database) when they contact owners about re-registration.

Third, there was discussion at the workshop of the possibility of encouraging independent repair shops or vehicle service providers (such as oil change service providers) to look up the recall completion status of vehicles that come through their facilities for service. NHTSA's VIN lookup tool would facilitate this, and we believe that consumers would find this to be a valuable added benefit. We also will reach out to other entities that interact with vehicle

owners (such as auto insurance companies) to explore ways that they might be able to work with available information to notify vehicle owners about open recalls when contacting them for other reasons.

Fourth, we are aware of the proposal by NADA and others to permit batch processing of VIN information against the information available on NHTSA's VIN lookup tool. The Alliance and Global Automakers have reached out to NADA to better understand this issue and to see if we could support a solution that addresses their concerns while continuing to ensure the data security and appropriate uses for bulk VIN data.

Fifth, there was discussion at the workshop of the possibility of ranking recalls by severity of the risk in order to encourage consumers to participate at least in those campaigns that involve more serious hazards. The Alliance and Global Automakers caution that any such ranking system may have the unintended effect of reducing participation in recalls that are ranked as presenting less serious safety consequences. For this reason, any such ranking system would need to be carefully considered before deciding whether to implement it.

Sixth, we believe that NHTSA could contribute to improved consumer recall awareness by notifying consumers who file VOQs with VIN information whether there are any open recalls on their vehicle. NHTSA could run the consumer's VIN against the VIN look-up tool to obtain this information and advise the consumer of the results. Because NHTSA does not provide auto manufacturers with the full VINs for VOQs that are filed with NHTSA in the absence of an open ODI investigation, this is not a service that the auto makers can offer at this time.

Seventh, we recognize that some remedies involving software updating could potentially be "pushed" to vehicles over the air via cellular data networks, avoiding the need for the consumer to visit a dealership for the work. However, this option raises other issues, including how to obtain and record the consent of the vehicle owner to accept the pushed remedy, particularly in the case of a second or third owner of the vehicle, and how to address privacy concerns. Certain other challenges to the use of over-the-air remedies were raised at the workshop, including cyber-security concerns. These issues will require further work before this technological solution can be implemented more broadly.

Another issue for consideration is whether NHTSA's rule requiring notice to owners within 60 days of notifying NHTSA of the presence of a safety-related defect even when remedy parts are not yet available may, in fact, be deterring consumers from participating in the recall when the parts later become available. We recognize that the rule was motivated by a concern that consumers should be informed within a reasonable period of time after a safety-related defect has been determined to exist in their vehicles, so that they can be apprised of a condition associated with their vehicle while awaiting the remedy. However, an unintended consequence of this rule may have been to overload consumers with recall information such that they do not pay attention when the notice of remedy availability

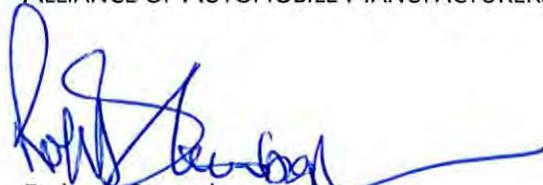
arrives. Or, consumers may become complacent if they drive their vehicles for a period of time after receiving the 60-day notice, and they do not experience the harm. This is an issue that warrants additional consideration.

Finally, the Alliance and Global Automakers recommend that NHTSA develop an intensive public awareness campaign about the importance of recall participation by consumers. A campaign that is modeled on "Click It or Ticket," or "Over the Limit – Under Arrest" could raise public awareness of the importance of participating in safety recall campaigns. The NHTSA campaign should include promotion of the VIN-lookup tool and other NHTSA initiatives to promote recall awareness. Our members pledge to build on a NHTSA-sponsored public awareness campaign to leverage the branding and expand public exposure to the message through new and traditional media.

The Alliance and Global Automakers appreciates this opportunity to contribute to this important dialogue about improving recall participation rates, and we look forward to working with you and your staff to implement those changes that hold promise for improving recall participation in the future.

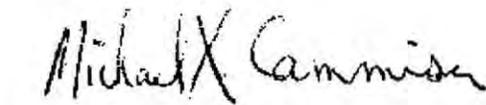
Sincerely,

ALLIANCE OF AUTOMOBILE MANUFACTURERS, INC.



Robert Strassburger
Vice President
Vehicle Safety & Harmonization

ASSOCIATION OF GLOBAL AUTOMAKERS, INC.



Michael X. Cammisa
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